SHADOWBANNED BY THE BOO DATING APP

A Case Study in Corporate Accountability, GDPR and DSA Violations, and the Fight Against Digital Censorship

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Third Edition

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This book is, first and foremost, for “Kitten”, Amyce and Daisy’s family – ***Never forget you matter!***

I would also like to dedicate it to everyone affected by Boo’s actions, especially all of those who were kind enough to provide me with additional information for this book.

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Disclaimer:

This book is a work of non-fiction detailing the author's personal experiences with the Boo Dating App and its parent company, "Boo Enterprises, Inc." The events, dialogues, and interactions described are presented from the author's perspective and are based on his recollections and a substantial collection of extant evidence, including e-mails, application data logs, screenshots, videos, and medical documentation, among others.

All accounts are accurate to the best of the author's knowledge and recollection, and are presented in good faith without malice. Descriptions of corporate actions are based on direct and document evidence available to the author at the time of writing; Boo Enterprises, Inc. may dispute these accounts.

All assertions regarding the legality of Boo Enterprises, Inc.'s actions, particularly concerning the EU's General Data Protection Regulation (GDPR) and the Digital Services Act (DSA), represent the author's own interpretations based on his personal research and understanding. This book does not constitute legal advice, and readers should consult qualified legal professionals for definitive guidance on such matters.

The purpose of this work is to contribute to the public conversation on platform accountability, user safety, data rights, censorship, and corporate responsibility in the digital age. It is intended as a case study and a cautionary tale for all consumers based on one individual's documented journey.

To protect the privacy of certain individuals, the names and some identifying details of other users have been altered or anonymized. Any resemblance between anonymized individuals and real persons, beyond the author's documented interactions, is coincidental. The accounts of company personnel, particularly public figures such as the CEO, are based on publicly available information and interactions documented by the author.

The Boo application, its features, its personnel, and its Terms of Service may have changed since the events described herein. This narrative reflects the state of the platform and the author's interactions with it during the specific timeframe detailed. Readers are encouraged to conduct their own research and form their own conclusions.

Any potential author proceeds from this book will be donated to charity, in alignment with its purpose of fostering accountability and supporting the public interest.

Preface – When an App Breaks a Life

I'm sitting in the ER in the public hospital in Cascais, Portugal. Surrounding me are many other people who seem to be facing deep personal distress. I have to wonder what their stories are, since nobody ever goes to such a place just because they feel like it, especially given how crowded our local public hospitals usually are. I genuinely want to ask them what is going on, and to try to offer some kind of consolation (as I used to), but my body can barely move, as I try to rest my back against /the wall, while sitting in an uncomfortable blue plastic chair. A few meters in front of me, a line of anonymous people in hospital wheelchairs are mostly silent, with a single exception – a man who, from time to time, starts shouting and telling everyone he is fed up of waiting for his turn. Eventually he decides to give up, gets his bag from under the wheelchair and leaves the room, supposedly to head back home. The room still feels a bit overcrowded, while my own mind jumps between my situation and those of the other people there.

From time to time, my thoughts are interrupted by a sort of forgetful buzzer, calling the next patient to one of the rooms or stations. I wait for my own turn, in a sort of unreal daze, while repeatedly wondering what took each of those people to the same ER I'm sitting in. The reader and human in me genuinely wishes he could hear all their stories, but I also feel too tired. In fact, instead of simply walking to that chair, minutes earlier, I feel I actually stumbled. From an outside perspective, I'm sure

other people might also wonder what took me to that hospital room on May 3, 2025. Although no other patients ever asked me about it, given how physically and mentally tired I was at the time my answer would have likely been a simple but tantalizing one – “I installed an app on my phone.”

Barring an auto-immune disease[1], my overall physical health at the time was good, as later confirmed through tests. So, this could have been a day just like any other in my life, unworthy of being remembered even a few days later. Instead, I had to leave the house, take a cab to the hospital, and sit in multiple different rooms for a few hours, until I eventually got to talk to a doctor. I briefly explained to her what was happening, and specifically what had led me to the hospital, but I could barely stand up and talk. Having heard my explanation, and expressing concern over some of the specifics (“they are seriously endangering minors” was likely a phrase she hadn’t heard very often in her life), she told me that, given what I had learned about this US-based company while trying to help them improve their product, they were now apparently doing everything they could to harm me at a distance. “You think?!”, I said, awkwardly smiling at her, not knowing what else to say, but painfully aware of the absurdity behind this whole situation, where I had no other stressors in my life. We talked a little more, and she prescribed me some medication, initially to be administered at the hospital, in order to help calm me down.

[1] If I omit its name in this book, it is solely to prevent readers from looking it up in a search engine, as the images could potentially traumatize them.

A few minutes later, as I sat in that hospital with an IV in my left arm and a pill under my tongue, my whole body repeatedly shook, as if I was feeling very cold. Its extremities – my fingers, my hands, my toes – were still a bit dark from the increased stress faced earlier that day, I had difficulty moving them, and I also experienced some trouble breathing. I had been feeling like this for a few hours by then. I literally had to be medicated, and I was also prescribed some medication to take at home. And, as I sat there, in those various hospital rooms, for a few hours, I tried to briefly document what had been happening through my smartphone. I decided that what these guys had been doing to me – and many other people – through the last few months, was something that I simply did not want anyone else to have to face ever again. I naturally could not change the past, but I could *try* to prevent this whole thing from repeating itself with others in the future – and I decided I had to, no matter the consequences, because… as I sat there, in another blue chair, the entire sequence of events which had eventually taken me to the hospital that day seemed just too crazy to be true. This book is part of the evidence[2], the warning, and the call for accountability I decided to write on that day.

An early reviewer described the contents of these pages as "a harrowing, meticulous, and deeply personal case study of the asymmetry of power between a modern tech platform and an individual user... a

[2] I initially considered presenting all extant evidence as supporting annexes to this book, but lawyers advised me not to. For that reason, I must openly state that evidence exists for everything presented in this book (barring some lost e-mails, which the company is not allowing me to access), but it is only shown to readers here when I felt it was crucial for context. Researchers interested in the subject may contact me in private and I'll gladly provide them with all extant evidence.

descent into a Kafkaesque nightmare where logic, laws, and human decency are replaced by automated indifference and gaslighting." Another called it "A visceral and overwhelming deep dive into the digital abyss, where technical glitches manifest as physical scars and corporate silence becomes a weapon of profound psychological and physiological toll." All of that is, in my view, indeed what you are about to read.

I'm certainly a researcher, an author and a translator, as my previous work attests, but I never considered myself to be a writer. I'm not a Cervantes, a Voltaire or a Dante – I am quite imperfect, and not very good with this kind of content at all. This is not a book I ever expected to write, nor one that I wished to, but one I genuinely felt I had to. I do not want to revisit all the events of the past months, but I have to, for the protection of others. *I genuinely feel I have to*, I can't stress that enough, in order to try to ensure, to the best of my abilities, that this company will be held responsible for their past and current actions, as a real way to protect myself and everyone who has been, and continues to be, affected by them. And so, this book had in fact to be written, with any potential author proceeds being donated to charity, because I can tell you *my* story, but this is also the one of many other people who have faced very similar issues, as also documented through the following pages.

It is a simple book. It presents my story in sequence, although it takes a little bit to get started given the necessary context. The reader may find some parts of the narrative repetitive and overwhelming, or the technical documentation exhaustive, at times; this is intentional. It is

designed to reflect the exhausting, circular insanity I felt while dealing with an algorithm and a company which repeatedly refuses to see your humanity, while repeatedly proclaiming they “stand for love”. It presents three intermissions on relevant subjects, and finally multiple annexes with other important information. I feel it is not always that well written, especially given that I am not a native English speaker, but it is arguably the book with the most public interest I have ever put to (proverbial) paper. And… all because of an app I once downloaded – one I now wish I had never touched, and which I honestly have to hope you never will.

Chapter 0 – The First Encounter with Boo

This unfortunate sequence of events began over a year earlier, at some forgotten point prior to May 8, 2024. I was conducting research on how dating apps and websites protect their users in today's AI-centric world. Among the "usual suspects", the ones people can name even if they never used them, as I was scrolling past a listing of names in the *Google Play Store* I found a random app essentially named "Boo", by a company called "Boo Enterprises, Inc.", headquartered somewhere in the US, with a high rating in its reviews (but I did not read those – I feel most users hardly ever do). Its icon had a light-blue background and presented a little ghost. Perhaps it was already being promoted in that download platform at the time, but I'm no longer sure.

I had genuinely never heard of it before, but it seemed to promise something different from the now-typical "swipe left and right". And of course this kind of apps frequently claim so, but as part of my research I decided to give the place a quick look. And so, I signed up for an account with a temporary e-mail address, filled my profile the best I could, submitted at least one photo, wanted to verify it through their system – an action this company considers mandatory, allegedly for safety purposes – and… I just couldn't do so. I still vaguely recall the presence of some kind of technical issue *in their website*, which completely prevented me from

undergoing the required photo verification process[3]. I should stress my photos were never rejected by the system in any way – I simply could not go through the required process, given a technical issue solely imputable to the company.

Eventually, I decided to exchange some messages with their Customer Support, and I recall sending them at least one candid photo of myself, taken that same day, to attest my identity – given my past knowledge of "Know Your Customer" processes, I felt this would help assure them I was indeed myself, and nobody else. However, they failed to solve the whole problem, in spite of the fact their website clearly stated they could manually approve photos "if automatic verification fails"[4] – I had not enrolled it exclusively because the system wasn't working as it was supposed to. Frustrated over the entire experience, I decided to give up on trying this place, and I requested the deletion of my profile – I can no longer recall exactly *how*, but I did request it, as it is something I *always* do before uninstalling any apps.

Now, since I am a citizen of Europe[5] currently living in Portugal, the "General Data Protection Regulation", best known as the "GDPR"[6],

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[3] My recollection of these initial events is a bit hazy, especially since I lost my records for the time, and the company hasn't, as of the writing of the lines lines, sent me their copies of my early interactions with their Customer Support either, apparently in violation of the GDPR.

[4] Cf. https://boo.world/faq .

[5] Or the European Union, "EU" if you prefer.

[6] Most readers may be unfamiliar with this, but EU's "GDPR" is essentially a mandatory law that *any* company serving European users must abide by, and which regulates what can, and can't, be done with their user data.

seems to give me such a legal right, in its Article 17. If requested to, in general a company has to delete all said data “without undue delay”. Many other companies, all over the world, had done so for me in the past, without any kind of issues – and none had ever denied me such a right. Therefore, having requested the usage of this so-called “Right to be forgotten”, I gave the whole matter no further thought, and simply assumed that all my data had been removed as quickly as possible – similar apps, and even much smaller ones, often do so in less than 24 hours. But for some reason it wasn’t, and I don’t think I ever received an e-mail confirming the requested deletion, either. This oversight would later become the very root of a nightmare I never imagined.

By failing to delete this account as requested in early 2024, “Boo Enterprises Inc.” didn't just ignore a manual request; they kept a digital ghost of my identity in their machine.

Chapter 1 – Trapped by Verification

Over three months later, on September 2, 2024, I got home extremely tired. I really felt I needed to relax from everything that was going on in my life. I had spent the last few years care-giving for an old person who was almost alone in this world. A friend had recently died, and some close family members needed my help – one of them was even facing cancer. I was really tired, and I needed to get my mind completely away from all of this. That day, while lying on a couch and scrolling past a few random games and apps in the *Play Store*, I spotted the "Boo" app again. Very unwisely, I decided to give it a second look. Exactly as I had done a few months before (and remember: the previous account should have been fully deleted by then, and I was now using an entirely different e-mail address and photos), I again filled my profile with the required information, and submitted at least one photo showing my face.

Soon after, I was once again required to verify my photo(s), and I attempted to do so. But, this time, the whole process actually *failed* – once, twice, ten times, twenty… It just kept on failing, time and again, as if I just wasn't myself at all. This really frustrated me, because, given my very significant experience in Computer QA[7], I had never experienced any difficulty going through verification processes. I had successfully passed every single one *until I first encountered Boo*. I tried searching for

[7] Or "Quality Assurance", if you prefer.

solutions on the internet, and although I did read a few troubleshooting tips here and there, none really worked for me. Eventually, and already quite bothered by this new experience, I decided to contact their Customer Support. An unnamed agent – they're all unnamed in this company, and most lack any identifiable characteristics, likely to difficult their accountability by the public – manually verified my photo(s), and actually told me what the problem was all about – I had previously been banned!

I was stunned over this, but I still have a vague idea they told me I had been banned because I already had another account[8]. But I had never interacted with anyone else in that previous account (do recall I never even managed to confirm it), and I hadn't done it now, either. I could imagine absolutely no real reason to be banned, *unless they hadn't deleted the previous account* as I had requested, *and they were using biometric data* – i.e. not the photo in itself, but the underlying geometry of my face – *to track down potential new accounts from me and others.* This would likely be very illegal under Article 9 of the GDPR, especially since I never gave them my explicit and informed consent for such usage of what is clearly very sensitive personal data.

Legally speaking, if I had explicitly requested the deletion of an account, it should have gone through, and it should have been performed "without undue delay". But, apparently, said account wasn't deleted at the

[8] Again, do recall that I lost all records for this initial period, and when I legally requested them from the company, under the GDPR, they didn't provide such e-mails to me up to the time of the writing of these lines.

time. Unless someone had canceled my request – and more recent access logs, displaying multiple US-based log-ins to my account, may suggest this – my decision had been very clear, especially since I couldn't use the previous account for any kind of interaction. However, if I was indeed confronted with the existence of an older – and, do recall, completely unused – account, as I vaguely recall I was, I would have instantly told the company they could completely delete it. I also seem to vaguely recall having requested such deletion *again* at this point in time, and the fact they didn't delete it *again* may explain why they have repeatedly refused to grant me copies of e-mails presenting this sequential information – their insistent failure to delete my previous data would constitute a very significant and truly intentional violation of the GDPR.

But since this initial ban was also overturned by Customer Support, this could seem like an unimportant point, until something critical is realized – if I hadn't contacted their staff directly, I wouldn't know about this ban at all, and I would be forever stuck trying to "verify" my account. There was never a moment where the automated system told me "you're banned", as it is common in similar apps. Instead, I kept on trying to verify my account, always assuming the problem was somehow on my side of the screen – "Maybe I should shave? Maybe the image is too dark? Maybe I should take a photo without my glasses? …" – when it really wasn't. This is important because other European laws, such as the "Digital Services Act" (elsewhere "DSA")[9], directly forbid the creation of

[9] The DSA is a law that requires *any* company with EU-based users to comply with regulations governing what can and can't be done on their platforms. It focuses on platform accountability, addressing illegal content, and protecting users' fundamental rights online.

a misleading system like this in its Article 25 – to quote the extremely-relevant section at hand, “Providers of online platforms shall not design, organise or operate their online interfaces in a way that deceives or manipulates the recipients of their service or in a way that otherwise materially distorts or impairs the ability of the recipients of their service to make free and informed decisions.” If I had simply been told by the system “you’re banned”, I naturally wouldn’t try undergoing this process a second time, or a third – I certainly wouldn’t waste my time with it, and I would contact their Customer Support over the whole matter right away.

I soon after noticed something even more problematic – although most companies discard photos from *failed* verification attempts (or keep a total of 1-3 for security reasons), as they are required by the GDPR’s “data minimization” principle, this one didn’t. And so, when I much later requested my in-app data, I realized a truly shocking detail, which to this day still disturbs me… incredibly, and as could be very clearly seen in said logs, the company was storing over *400 different photos of my face*[10], which had all been captured throughout this supposed “photo verification” process, while the system falsely kept on telling me, time and again, that none matched my photo identity at all. Why do they need hundreds of such photos? I had conceded no such permission for this incredibly over-the-top storage of my personal data. They had only obtained this enormous amount of data by intentionally misleading me. It made no real sense – not even western government ID systems store these many face

[10] And it continues to do so at the date of the writing of these lines, many months afterwards, easily showing this was not just a temporary mistake, or some kind of uncleared cache problem, on the company’s side.

captures – and it only felt stranger when I confirmed that photo records, along with an actual app log, attested to this very high number – in fact, it even ascended all the way to 440, all of them present in a "Media" folder!

Unless you're using a photo-related app, like *Instagram*, and you give it permission to store your photos, why would anyone ever need hundreds of photos of your face in slightly different positions? I gave this question a lot of thought across the months, and I still cannot find any acceptable reason, especially since they can be easily misused in the AI-centric world of today. They can be used for deepfakes, for identity theft, to train AI, or other similar practices. But, even if there was a very good reason for this storage – as opposed to something extremely nefarious going on – Article 7 of the GDPR states it should be "as easy to withdraw as to give consent" for it. Meaning, in my interpretation, if in a photo app like *Meta*'s it is extremely simple to submit a photo, and to subsequently delete one, in this case it was too easy to take all those photos (in fact, I wasn't even aware that so many were *being taken and not discarded after each "failed" round*), and yet I could not find any real way to delete them, as of the writing of these lines. So, this initial sequence of actions by the company already seemed to violate multiple EU laws, ones required for all companies conducting their business legally in the so-called "Old Continent", and they were just getting started…

Chapters 2-4 – Engagement, Contribution, and Early Appreciation

In spite of these initial problems, I always assumed that once I got my profile completely set up and running, everything would be fine. Their staff is only human – at the time I still said to myself – and so they make mistakes. Although I could already spot the previously-mentioned red flags, among a few others, I assumed that users themselves were not to blame for any of this, and so I still decided to give the place a try, instead of doing what I very likely should have – instantly deleting my profile and reporting this company for their actions under seemingly mandatory European laws. Why didn't I? Looking back, at this point in time I was still hoping that each mistake by their staff was the very last one.

Unfortunately, I ignored these problems for the time being, and later became a very active participant of their community, while also saving information more recurrently. In spite of what a few others seem to have thought, I was not there to date, or to meet people for casual sex. Instead, as hundreds or thousands of people saw across time, I simply love talking to others, and so I mostly used this app for chats with random men and women around the world, or to discuss personal hobbies and academic interests. Given that part of my college formation was in Psychology, I also helped many other users, for example, through profile critiques or mental health support, among other activities. And, in general, I engaged positively with other members, posting harmless themed poetry

for Women's International Day, recording meditations, or showing them some funny images from time to time, among other activities.

An aspect that I really used in this app was the ability to record audio messages, both publicly and in private. Given that I have an auto-immune disease that sometimes makes it hard for me to type long messages in a small smartphone screen (I'm usually fine writing them in a computer keyboard), this helped me when it came down to, let's say, doing in-depth profile reviews, or discussing complex philosophical topics. I would have found it very hard to do this kind of thing just writing on my small phone, and so I viewed this feature as a sort of informal disability accommodation to my health condition. Funnily, across time some users admitted they loved hearing my voice and accent.

Why am I telling you all this? It is not to inflate my own ego, but because I want all readers to be able to understand, from this very outset, that I was never an intentionally bad, or malicious, user of Boo's platform, but one who simply used the app to talk to as many people as he could. If you were to read pages and pages of logs of my interventions (and, at one point in time, they were over 4000 A4 pages), you would easily see they were perfectly harmless. When I later presented them *all* to AI algorithms for an automated evaluation, said systems were unable to find anything especially bad in my participation in the platform. Although they did locate a few messages which, out of the original context, could be interpreted negatively (e.g. "is that me and you in the photo?" sounds

strange, but it was said publicly to someone I already knew, and as part of our recurring banter), almost all had nothing really wrong in them.

Across time, many of the people reading and hearing my messages "liked" them, offered me multiple in-app rewards, and even learned about my auto-immune disease, since a number of my audio-recorded interventions started with me saying something along the lines of "I have an auto-immune disease, and so I have to use audio for longer messages (…)". I felt I had nothing to hide about this condition, and even in my offline life I tend to be quite open about it. Maybe one or two people took my recordings "badly", saying they didn't want to listen to any audio messages (until they learned of my condition, after which they usually apologized), but overall users were very understanding of my physical limitation in this specific point. As a simple example, here's a completely random message I once recorded for another member:

"[Her name here], let me teach you something, if I may. If happiness was in the upper section of the skies, birds would get there first. If happiness was in the bottom of the ocean, fish would also get there first. Instead, true happiness lives deep inside your chest. Okay? Think about this."

Regarding another condition I have – Asperger's Syndrome, to state its old name – I rarely talk about it with other people, unless they either share the condition or are medical experts in the subject. It is a very sensitive topic for me, due to prevalent social stigmas – I have an extremely high IQ, and I live a completely normal life *unless I'm placed*

in enormous stress – but this doesn't mean I ever tried to hide it from others in the platform. In fact, by revealing this information when contacting someone who also publicly stated they had some form of Autism, I hoped to make it clear to the person that I could perfectly understand at least some of their struggles. And, again, nobody in the platform seems to have ever taken these disclosures wrongly – Boo's staff knew about this condition of mine, and they should have always taken it into account while evaluating any of my interactions with other people, especially when they claim to be "a multidisciplinary group of seasoned professionals with over 40 years of combined experience in the fields of mental health, behavioral psychology, personality assessment, and interpersonal compatibility."[11]. In such context, any kind of Autism should be the proverbial "small fries" for them, especially how the stress levels and brain functions of someone with Asperger's would be disproportionately impacted when said person is confronted with unfounded and unexplained accusations.

Now, I know that most readers may be unfamiliar with these attested medical conditions. I will not bore them with extensive medical details – all people need to know, regarding this entire subject, is that these conditions cannot be cured and they worsen significantly with stress, as Boo's alleged "multidisciplinary group of seasoned professionals" would have known without any kind of doubt. In the first case, stress would impact the blood flow to my extremities. In the second, stress makes my behavior more erratic, regardless of my high IQ.

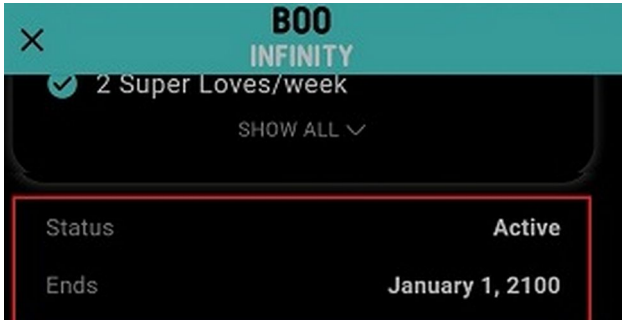
[11] Cf. https://boo.world/author/boo-editorial-team .

In this context, although I generally did not have any significant trouble with other members, time and again I kept on finding new bugs and plenty of room for improvements in Boo's product. So, on October 29, 2024, I asked their staff the following question via e-mail: "(…) I've been noticing some bugs and potential improvements in your app. If I pass them along to you, for fixing and/or improvement, is there any kind of rewards[12]? (…)"

To which the company replied just a single day later: "(…) While we currently don't offer rewards for suggestions, your insights are certainly valuable in helping us enhance the user experience. (…)"

In spite of this admitted and then-clear lack of rewards for any technical help to their company, across time I still briefly reported over 67 bugs (along with some potential corrections), and offered them more than 14 suggestions. Whether you consider this impressive or not, what the company itself felt, at this specific point in time, deserves to be quoted here, from a November 8, 2024, e-mail – "(…) this is incredibly valuable (…) as a token of our appreciation for your detailed insights, we've added coins, neurons, Super Likes, and a Boost to your account. Thank you again for helping us improve!"

[12] For context, it must be noted that they offer rewards for many other tasks performed in their app, including translations and reports of rule-violating members.



Given that among said offers, which would usually have to be purchased by members with real money, I even received a *free* lifetime premium account – one which was literally awarded "*until January 1, 2100*", as seen in the screenshot – it is evident that the company was extremely happy with what I was giving them. In fact, they appeared to have considered my reports so valuable that they rewarded me *when they didn't offer any rewards for bug reports or suggestions* at all. This is quite telling, despite any opinions they may *now* attempt to present about my past work, especially since all those rewards were given to me by an "admin", as confirmed by extant logs, showing that someone very high up at the company had once vetted and approved my participation in their platform.

In fact, they even ended up quickly implementing multiple improvements I had suggested, and still continue do so to this very day, even a year later. To give you just a few examples, at one point I warned them of an important inaccurate piece of information in their FAQ. They told me "The FAQ will be updated to reflect this!", and the problem was quickly fixed. At another, I told them "When people buy *Boo Infinity*[13],

[13] I.e. their name for a premium account.

they should get the ability to optionally display, in their profile, that they are a premium user. (…)", they replied this was a "great suggestion" they would "add to their roadmap" – and they also implemented this shortly after. They told me many other things, often along the lines of "We've added your suggestion to have anti-spam mechanics in our pipelines.", "Adding 'underage' and similar terms to autoreport filters as well as improving our auto-moderation"[14], and even "Verified profiles missing face photos due to rearrangement are being looked into."

In summary, my supposedly-complete activity log still shows that I was never a malicious user of Boo in any way, most people really liked my contributions, and I even repeatedly helped their company improve the product through thousands of euros' worth of free Quality Assurance consulting. "So, what happened?", you could now be wondering… in return, I only expected from this company some very basic human respect and decency. But little did I know – the same staff who once praised my work would soon treat me as their enemy.

[14] Although this point may still seem very secondary here, it must be noted there were many underage users in their platform, some were even openly admitting to be so, and the company was doing absolutely nothing about it, endangering said children and teens.

Chapter 5 – Shadowbanned: A DSA Violation

Through my expertise in QA, on October 20, 2024, I noticed that all my posts had vanished from public view and my account had been "shadowbanned". In case you're still unfamiliar with the concept, this is basically something that online dating apps and social media companies – among some other in the tech industry – do when a user is recurrently a very evil presence. Think "community-harming" levels of evil (as you prefer to imagine it), which leads a company to consider the user such a bad influence that, instead of simply banning them (which could lead the offender to create a new account), they try to ensure the user is kept posting but nobody ever sees anything from them. I must stress this punishment is usually a last-resort kind of thing, reserved for those who have had multiple warnings, continue to be repeatedly malicious, and constantly refuse to change their problematic ways, which was clearly not my case.

In fact, this moderator action really puzzled me. Despite the initial "ban" on this new account, I had never been told I had done anything wrong. Boo's "Terms of Service" clearly state that the company "tries to foster a safe user experience through features like warnings", but I had never been warned about anything, either. To experience a shadowban out of nowhere, especially given the context in which said penalty is usually applied in the tech industry, genuinely felt like getting the death penalty because someone slipped an apple into my shopping bag.

So, looking for real answers on the cause of this unexpected problem, on that same October 20, 2024, I contacted their Customer Support via e-mail, and essentially told them the following:

"(…) It seems that, in the last few hours, my profile and all its submissions became invisible to other users, in what is generally called in the industry a 'Shadowban'. I do not understand why this happened, since I'm fully aware of your rules – point 8 of your Terms and Conditions – and I do not think I broke any of them.

(…) Can you help me, and tell me why my account's content is currently hidden to others, which only happened today? (…)"[15]

Repeatedly responding to my written messages in less than 24 hours, soon after Boo's staff ended up revealing the following:

"(…) After investigation, we found you violated the following section of our Community Guidelines by engaging in:

Hate Speech

It is strictly prohibited to publish content that is malicious against persons or groups based on characteristics such as, but not limited to, race,

[15] Here and elsewhere, these e-mails are simplified to only show readers the relevant parts. This is not an attempt to hide anything from them, but merely a way to prevent readers from having to go through huge blocks of text when the information at hand is fairly simple. Otherwise, you'd have to repeatedly read greetings like "Dear staff of Boo" and endings such as "Sincerely, [my name here]". This e-mail, all others, and evidence for anything and everything presented in this book exists, and will be gladly presented to any specialists who consider it important to review them.

ethnicity, religious affiliation, disability, gender, age, national origin, sexual orientation or gender identity. (…)"

I was completely stunned, for lack of a better word. I was also a bit intrigued, perhaps because, given my personal religious and philosophical views, I tend to be very respectful of all cultures and beliefs. In one of my many recorded messages, commenting on a topic of a *black* woman who complained about only meeting bad *white* men in her romantic life, I even spoke to her something along the lines of "(…) at the end of the day, there's only the rule of love, and the color of one's skin matters nothing for it." She openly agreed with me, but does this extract really seem like the kind of views of someone prone to the alleged violation?

So… "Hate Speech"? Me? When, how, why? Had someone accessed my device and posted a nefarious message on my behalf, as company logs again may suggest, since they repeatedly display multiple accesses to my account from unknown parties in the US[16], likely violating

[16] As an example, it must be stated that the downloaded log of accesses contained multiple sequences like these – I censor the date, IP address and coordinates here for evident privacy reasons, but you can still see how said information looks like:

" {
"date": [date here],
"ip": "54.160.Z.Z",
"city": "",
"region": "VA",
"country": "United States",
"countryCode": "US",
"location": {
"type": "Point",
"coordinates": [
-77.X,
38.Y

Article 32 of the GDPR? I did not know. I really felt this was an extremely serious accusation, but also one I just could not understand, at all. I had never done such things, as far as I could – and can – recall to this very day.

Completely incredulous over this truly uncommon accusation, I decided to ask the company about it:

"(…) Your words truly intrigued me, mostly because I don't exactly go around having "hate speech" with others. For that reason, I'd need to ask you for further help in identify what I did wrong. I reviewed ALL my past comments, as present in the comments.json file, and I noticed that four messages could be misinterpreted (…) Can you clear it up for me on what I did wrong, please? (…)"

I received absolutely no kind of answer from the company, and I still do not know what I *may* have done wrong at this point in time. But a crucial element must also be presented here. Much later in time, I obtained moderation logs which present two reports made against my account around this period of time[17]. The first, dated "19-10-2024", mentioned a mysterious "Other" violation, while the second, dated "21-10-2024", accused me of "Spam, Inappropriate Profile". In both cases, the log at hand very clearly states those two charges against my account were both "Dismissed" – meaning, the company verified those accusations and

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]
},".

[17] See Annex IV.

found them both to be lacking in credibility. For this reason, the shadowban at hand absolutely lacked any real legal or procedural basis. So, why was it ever applied to my account? Keep this question in mind for now, as a potential answer will be revealed in a later chapter.

Companies make mistakes, especially when moderating content. I am perfectly aware of this, given my past experience in the same industry, but they also have to be able to acknowledge their imperfections, saying something as simple as “sorry”. But, instead of admitting to what was clearly an error on their side, I was at the time forced to blindly accept it, and expected to amend my future behavior without really knowing what I had allegedly done wrong… or, as their previous e-mail had also told me after the previously-quoted portion, “(…) I reinstated your account, which will serve as a warning. Remember that continuous violation of community guidelines will lead to permanent ban. (…)”

In spite of what I learned much later, do notice the Kafkaesque absurdity of this situation. I was shadowbanned, an action which most normal users would likely be unable to detect. Then, and *only because I was able to notice such a moderator action*, I contacted the company, and afterwards they “warned” me of a completely false and unsubstantiated accusation – and, at that specific point in time, they couldn’t tell me anything else about my supposed violation because, as the evidence only now shows, in fact I had done absolutely nothing wrong – and remember, this is a company which openly proclaims they “stand for love”, in spite of this completely-loveless action!

This is all completely inverted from what we would usually expect in real life – instead, if we do some kind of negative action, usually a warning follows it, where we're told precisely what we did wrong, which allows us to dispute the charge… and if we continue doing the same thing in the future, then we are effectively punished for it. Such process gives people the opportunity to consider their past actions and potentially repent, changing their behaviors in the future. But what was done in my case here clearly isn't. This was like being sentenced without trial, with the punishment being carried out before I was even told what I had supposedly done – and doesn't that violate even the most basic human rights?

I felt it did, I feel so to this very day, but it also seems to have violated the law. Article 17 of the DSA states that when any kind of restrictions are applied to an account, its user must be given "a clear and specific statement of reasons"[18]. It was not just saying "you violated this one rule", it requires that people are revealed precisely what allegedly violated it. And, in fact, that's also what all the competition does – if, for example, one of your posts is removed from *Facebook*, you always get a notification presenting the offending content and mentioning what actual rule it violated. So, I blankly accepted the "pardon" for a crime I claimed I didn't commit, which internal logs later proved I never did, thinking it was just a one-time issue, and nothing else.

[18] There is an exception to this rule, but it is irrelevant in the situation at hand.

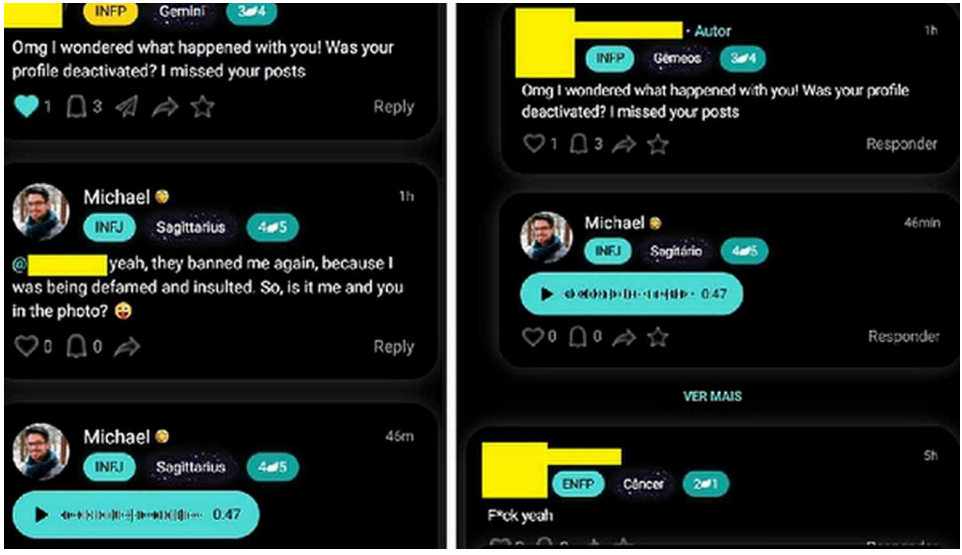
Intermission (1) – Are You Shouting into the Void? A Guide to Detecting a Shadowban

Since this is a very significant subject, in the first of three intermissions I thought I should explain how any reader may be able to detect a potential shadowban in any app or website. It is not a difficult task at all, the major issue tends to be that, since *most people are unaware this form of invisible and illegal censorship even exists*, they won't think something of this nature may be affecting their account – and, in fact, multiple users of Boo admitted to me they had found it strange that some of their post received no likes or comments, but did not know exactly why. And this makes perfect sense, because the whole point of a *shadow*ban is that the person being affected by it is completely unaware of what is going on, or else they could simply delete their account and create a new one.

The first step to detect a shadowban comes down to spotting if *anything* different is going on. If, for example, you used to receive a significant number of "likes", comments and/or messages every single day, and suddenly it all stops – or near-stops, as some companies also do – you have very good reasons to believe that people did not *all* suddenly stop interacting with you at the same time. This was, in fact, my very first hint that something was wrong with my Boo account – I used to get lots of interaction, and literally *everything* stopped in less than 24 hours. Now, if everyone tended to reply to my posts and comments, especially in a

platform that directly rewards interaction, and suddenly nobody was doing so any more, I instantly knew something was off.

Next, if the whole point of a shadowban is to keep others from interacting with you, all you have to do is to find out some way, which evidently depends from platform to platform, to test whether others are really seeing your submitted content or not.



An example of a message censored through a shadowban-like process in Boo's platform. Note that the message in the middle-left – "yeah, they banned me again (...)", is seen by the original poster, as evidenced on that left side, but all other users would instead see this thread without that one message, as evidenced on the right.

To detect this, you can ask a friend to try to visit your profile – perhaps they will be unable to. You can find their profile and like it (or send them a message), to see if they receive your attempt at an interaction. Or you can share some content publicly – as shown in the image above – and then, using a browser's "Private" window, see if you are able to spot

said content while logged out. Or, as I once explained publicly regarding Boo's specific case:

"– Make a post on Boo. Then, under it you should see, on the left side, a curved arrow pointing to the right. Click it, and share the page to yourself via e-mail. Then, open the resulting link in a browser Private Widow. *If you've been shadowbanned*, instead of seeing your own post you'll be forwarded to the general category you posted to.

[or] – Find someone's post, ideally one with at least a single comment. Comment on it, too. Then, share the whole post to yourself via e-mail (see above), and open it in a browser Private Widow. *If you've been shadowbanned*, the other pieces of content will be there but yours won't, plus the number of comments in the post will be at least +1 over the number of actual comments presented in the page."

So, as you can now see, it's actually quite simple to spot this kind of process being applied to your account, once you are made aware that this is indeed a very real thing that some companies do to illegally punish their users. Similar processes apply in other apps, such as *Tinder* and *Bumble*, and the workaround to test them is usually the same – try to post something that the general public should be able to see, and check if they are indeed able to.

Chapter 6 – Punishing Victims, Protecting Abusers

Around this same point in time, I also informed Boo that two female users with Autism were being harassed in their platform – the e-mails attesting to this sequence are omitted here exclusively for privacy reasons, as they extensively discussed details of their individual cases, since I assumed I was reporting the situation to experts in Psychology. At the time, I informed them of my own condition – "I have Asperger's, I'm perhaps 99.99% "normal" (…) and so this was evidently a cause very dear to my heart!" – and they even acknowledged it, "(…) we understand how personal this issue is to you."

I knew about said harassment because they had both explicitly told me about it, and in at least one of those cases my heart felt extremely sore about the whole thing. Here was "Kitten"[19], a young woman who could see absolutely nothing wrong with posting a photo wearing a regular tank top in a bathroom. She told me she usually asked her caregiver for permission to submit any kind of photos online, but in this one case she hadn't done so because the photo seemed completely harmless. It seemed so to her – and to me, too, in spite of her curvy body. And yet, due to this photo (her remaining ones were *even more harmless*), men were repeatedly asking her for "nudes". This girl[20] came to Boo in search of

[19] Evidently, this is not her real name.
[20] Again, please do recall I'm not a native English speaker. Across this book, I use the words "girl" and "woman" – among others – interchangeably, and no inference about their ages should ever be derived from this. I do the same thing in many other languages, this is just a quirk I have.

new friends. Instead, she found herself being sexually harassed. When I reported this to the company, openly requesting that the harassers be exemplarily punished for the way in which they were treating a young woman with very undisputed Autism, Boo instead appears to have temporarily banned *her* for alleged “Nudity / Sexual Content”. This they did, instead of abiding by the kind of gentle words they recurrently use in their many marketing materials, such as “We stand for love.”

I cannot speak for North Americans, but for Europeans such as myself, these actions by the company were extremely shocking, and they left me completely incredulous. While writing these lines, I must even openly admit that I feel like crying. I genuinely miss talking to her, perhaps because I saw a little bit of myself in her. One of our final conversations was about LEGO, and the biggest tower she had ever built. The next day, her profile was completely gone. A few days later, she contacted me again, and told me what had happened – she had to delete her previous profile, and then create a whole new one, since she couldn’t find out how to delete an unknown “offending” photo she had been reported for, and which was now absent from her new profile. And then, shortly after, her profile disappeared a second time – I never saw her again. Boo seems to have banned her over a photo that really had nothing sexual in it. And so, in all the honesty in the world, I can tell you that what Boo did to this one girl still makes me feel awful. I cannot even imagine how she herself may have felt about it, especially since none of her photos could be seen as “sexual” in any real way.

Lest anyone think this was just another isolated incident of moderation failure – companies such as these always tend to discard issues away with words like that – please consider what happened just days later. A random woman from the Philippines sent *me*, in the middle of a private conversation, a photo of herself in bed, in a very sexual position, wearing what most men would likely consider sexy underwear. So, I reported her and blocked her profile. Although I did not save the photo at hand (or I would present it here), at the time I wrote the following message publicly in the platform, attesting to what had happened:

"Earlier today, a girl here I had barely talked to sent me a completely unrequested and unwanted sexual photo. I reported and unmatched her, but I feel horrible. I felt and I feel horrible, I want to cry. (…) sexual harassment against men is a thing (…)"

When faced with this problem, instead of penalizing my harasser (as they should have), Boo did absolutely nothing about it, not even contacting me. "And how do you know they didn't act", you could be wondering? When you block someone in this platform, their photo and name appear in a specific screen, and they only disappear from it if the person is either banned or deletes their profile. Hers, in spite of my report against her actions, continued there for over a week, then a month, and still remained there the last time I remembered to check it. That's QA methodology at work, using the app's own logic to track their failures.

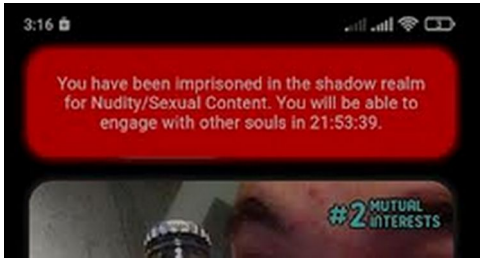
This complete asymmetry of enforcement was shocking to me. On one side, there was a young woman with Autism being punished just for wearing a tank top, and who clearly couldn't even understand what she had ever done "wrong" – and yet, the company couldn't care any less about any of this, or they would have communicated with her in a way appropriate for her condition, which should have included a clear reason for her moderation and which of her photo(s) violated such rule.

On the other, there was a woman clearly sexually harassing me, knowing fully well what she was doing at the time – and the company did nothing against her indisputable violation of the rules. If an AI – and Boo's moderation is extremely AI-reliant, as information in an Annex will later prove – can't distinguish a simple bathroom selfie of a fully-clothed woman, from actual and undeniable pornographic content, the whole system appears to be completely broken by design.

This was the moment I first realized that Boo's "safety" features were not a shield for the users, but a sword used by the company to silence the inconvenient while protecting the profitable engagement of abusers. Fortunately, Article 14 of the DSA appears to forbid this kind of thing, stating that companies have to "act in a diligent, objective and proportionate manner in applying their rules", but the company isn't following this law at all. And this isn't just about that one girl, or even myself, but about what happens when companies punish victims instead of abusers – a trend that Boo continued time and again in the future, and even affected me personally more than once.

Chapter 7 – Temporarily Banned for Content Never Shared

In the previous chapter, I may have raised a bit of a problematic issue – although this one young woman had told me she had been temporarily banned for “Nudity / Sexual Content”, pending the removal of an (allegedly) offending photo she was told nothing about. I had never seen any kind of nudity or sexual content in her profile at all, but I had no way of knowing she wasn’t sharing it privately with others. I’d have no real way to be completely sure about it, but then a noteworthy coincidence took place, on November 2, 2024.


3:16
You have been imprisoned in the shadow realm for Nudity/Sexual Content. You will be able to engage with other souls in 21:53:39.
#2 MUTUAL INTERESTS

As usual around this point in time, I logged in to the app and, when I was trying to reply to someone, a red bar appeared in the upper section of the screen, telling me I had been banned for 24 hours, with the following words – “You have been imprisoned in the shadow realm for Nudity/Sexual Content. You will be able to engage with other souls in [time left here].” – as seen in the screenshot above.

This can also be seen as a very unprofessional message, almost as if someone being moderated for rule-breaking was just the result of some sort of casual game. However, it was also very similar to what had happened to the other girl, except that in her case, instead of this 24-hour

timeline, she was essentially told that the ban would go away if/when she removed the (alleged) offending photo from her profile, without ever being told what it was.

I can openly admit that, for a few minutes, I had to laugh at this accusation towards my profile and its past contributions. I truly had to, given my personal history – and, in fact, this allegation even became a huge joke among some of my friends and family. So, I contacted Boo's Customer Support again, at the time still assuming this was some sort of extremely absurd bug in their platform, and told them the following (emphasis added here):

"(…) Supposedly, I'm temporarily banned for 'Nudity / Sexual Content'? I had heard of other users receiving this exact same message before, including a single mother and a girl with autism, and I have strong reasons to believe that your system is 'banning' people incorrectly!

In my specific case, be sure to recall **I'm a former monk**[21]**. I NEVER in my life took a nude photo, I have zero interest in non-consensual sexual content, and I never had any explicitly sexual conversations in your app**[22]... so, why am I being temporarily banned for 'nudity / sexual content'? (…)"

Unfortunately, I was not told how exactly I had (allegedly) violated this one rule. Similarly, when the aforementioned girl was told

[21] Notes from a Psychologist even attest to this, as they state that if it was up to me, I'd be living in a monastery right now.

[22] Emphasis added here, it was not in the original.

she had to remove an offending photo from her profile, she wasn't revealed what it was, either. Completely incredulous over all of this, at the time I even offered them the only potential theory I could think of, which should again show my complete honesty in all of this:

"(…) There's a huge stretch here, but in the past I (consensually) tried to show someone a photo of the pre-christian iberian god "Larouco" (…), and when the original submission failed[23], *I covered its between-the-legs section with a cloud*, and the app allowed me to submit it. I later submitted this same photo, *with the cloud*, to my [public] posts, and I genuinely hope you don't consider a photo of a pre-christian god as "nudity", specially since it is currently placed inside a local church in Portugal, in Vilar de Perdizes, and so it couldn't get any less sexual! (…)"

Maybe someone had taken this one photo the wrong way[24], in spite of it being absolutely harmless? That was indeed the only conceivable explanation in my head, and even I found this an enormous stretch of the imagination, unless said person had no knowledge of art, religion, or any kind of culture – but, remember, at the time Boo simply did not provide me with any real explanation for said ban, my *third* undeserved one, even if this one was of a temporary kind. They completely ignored this e-mail from me, and, for the third time, Boo was not being transparent about it at all, which, as discussed before, seemingly violates DSA regulations.

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[23] Although I no longer recall the precise error message I got at this time, I vaguely remember it stated that the photo at hand couldn't be submitted to the platform.
[24] You can see a very similar image online, *without the added cloud*, in https://lusitaniaecastrum.blogspot.com/2014/01/larouco_10.html . Do note that a version without said cloud was never available in their platform at all.

When, much later in time, I obtained a log of my supposed violations[25], there was indeed "something" reported around this time, with a very vague "Other" reason selected for it. What it really was will perhaps never be known.

However, the story of these specific bans was still far from over. It takes a very unexpected twist. Later on, I started noticing an unsettling pattern, in which many other users, and more often than not *women*, were also being temporarily banned for "Nudity / Sexual Content". I found this perplexing, because I could not understand why they would be sharing this kind of private content in the platform. It seemed too unrealistic, too different from what we all know from our real life experiences[26]. Eventually, a completely random user was able to explain me what was really going on – according to her personal experience, and what she herself had heard from others, men were requesting nude photos from women in private conversations. When the latter very naturally refused to send them such photos, the former would quickly and vengefully report them under some kind of vague reason (perhaps "Other"?). Boo's automated moderation system would then punish the victim for a supposed violation that, in reality, never took place, while also rewarding the perpetrator (a topic I'll come back to later). This seemed very strange, and I wouldn't believe her words if it weren't for five factors:

[25] Cf. Annex IV.

[26] Data on digital harassment consistently shows that women are disproportionately the targets of unsolicited sexual content, making it statistically improbable that they are the primary offenders in this category just in the Boo app.

1. Boo didn't tell me the *real* reason why this temporary ban ever happened. Larouco's image would never be considered "nudity" or "sexual" in Europe, especially since it is stored inside a church, and our local museums – frequently visited by school children and teens – are crowded with other figures like these;

2. This problem seemed much more common in women than in men, when both experience and research prove that the latter are usually the sharers of this kind of sexual content, and the former the usually-unwilling receivers of visual content like "dick pics";

3. I was later able to locate other users suffering from this same problem, including a woman who was allegedly banned for this specific reason *over 20 times*, while the photos in her profile had absolutely no kind of nudity or sexual content at all.

4. When said woman tried to post about this problem in Boo's official subreddit, the company deleted her message, attesting to what seems to be a company-wide attempt to suppress the release of this information to the public. What would even happen if potential users became aware that women were being punished over false moderation reports?!

5. Multiple women later provided me with copies of their moderation logs[27], containing the reasons they had been reported for, and some of those allegations were purely ridiculous, often even calling "Underage" to a woman in her late 30s.

[27] E.g. Annex V.

So… as strange as this may seem, Boo's automated moderation system is often so fragile that a single false report may get someone into huge trouble – and knowing about this, the company does nothing against it, apparently violating both the GDPR (which forbids this kind of automated, exclusively-AI-reliant, process), and the DSA, which states that companies must have systems in place to punish this kind of false and malicious reports. In practice, this even meant that people who dared to say "no" to sexual harassment were silenced, while the harassers walked free, and often were even rewarded for their silencing. The lack of any contemporary and real explanation for the penalty I myself had suffered is a significant proof of their deliberate refusal to address this system of weaponized false reporting.

From a Quality Assurance perspective, Boo has created a Critical Vulnerability: they have essentially given every harasser on the platform a "Delete" button for any woman who dares say "no" to sexual harassment. By automating the punishment and ignoring any real chance of an appeal, Boo has outsourced its moderation to the very predators the DSA was written to stop.

Chapter 8 – Still Trusted, Still Punished

In spite of the strangeness of what was going on with my account (remember, I had been banned *thrice* by then, always without the legally-required "clear and specific statement of reasons"), between November 19 and November 26, 2024, I still reported some more bugs and suggestions to the company. Three examples – one of which I feel is especially relevant, given the notable problems regarding child safety in future chapters – can be presented here:

"3-- I had previously reported this one to you (…) it regards the "Language" filter, specifically the AND vs OR mechanic. You can fix the whole issue in a very simple way - add an option here that allows people to select either of those at once, i.e. if they select English and Portuguese, they should be able to select an AND mechanic (someone who speaks both languages), or an OR mechanic (someone who speaks either). This way, anyone can use it in any way they like. (…)

5-- I had previously reported to you the app restarting when I try to submit an image to a post or comment. I have yet to find its ultimately cause. Meanwhile, I noticed this is a lot more frequent in comment submissions than in post ones. I'm still investigating this further, but if you want a small video of it, I can record one.[28] (…)

[28] Said video was later needed by the company and I subsequently shared it them, showing a real and repeated collaboration between us, not just a sequence of one-sided reports from me that they held no real interest in.

7-- There is seemingly no explicit rule forbidding the submission of photos of minors... if, legally speaking, this could fall into "post photographs of another person without their consent", i.e. minors cannot consent, it'd be important to make it clearer."

At this same point in time, I also requested some internal information from the company, e.g. "(…) what AI are you using in your app, i.e. is it *Chatgpt* or something else? (…)", and they gave me non-public details regarding their systems without any kind of problems at all – "(…) We use different AI models for different use cases. For chat analysis, we specifically use *Groq*[29], a model designed to help evaluate conversations effectively. (…)"

Given these occurrences, you can see that, despite all the problematic events presented in the previous chapters, at this point in time I still maintained a good relationship with the company, to the point where they continued to benefit directly from my skills, and even shared part of their internal information with me. This level of transparency and communication from the company is absolutely incompatible with the profile of any "malicious" user they may *now* attempt to claim I was.

[29] *Groq* is apparently designed for *speed*, not necessarily nuanced *judgment*. If the company is using it for "chat analysis", i.e. moderation, they are prioritizing fast automated bans over accurate human context, explaining some of the problems repeatedly seen in their systems. I partially warned them about this issue at the time, e.g. "(…) the system misunderstands stuff like one-sided conversations, where the other person simply gives one-word answers (…)".

Chapter 9 – When Stalking Doesn't Matter

Just a day later, on November 27, 2024, I found out that I was being stalked by another user of the platform. This made me feel very unsafe, especially since I had already been stalked in the past (and those who have been through similar experiences certainly know how scary they can be[30]), and so I reported this problem via e-mail to the company, with essentially the following words:

"(…) I talked in your app, just in the public section - I never added her, nor did I talk to her in my DMs at all - with someone named [the name was included here]. I always had some kind of bad feeling about this one person, and so never exchanged any kind of private information with them. Since I was having this bad feeling about her, a few days ago I decided to block her in your app, and she is still blocked as of right now.

Today, I received the e-mail message you can see attached to this e-mail. It deserves to be noted again, and very explicitly, that I never gave her my full name, my private e-mail, or any kind of identifying information that could lead her to my personal identify (my first name, "Miguel", is in my profile). I feel she is a dangerous person, and she is displaying a clear stalking behaviour towards me. Can you do anything about it, since this clearly violates your Terms and Conditions? I cannot recall her username,

[30] If you haven't been through this, I can put it like this – imagine getting home and receiving via e-mail a video of you casually walking in the street, with the exact same clothes and bag you're still wearing at that moment. Said video was clearly recorded in that same day, but you saw absolutely nothing out of the ordinary outside. How would this feel to you? And how would you feel if this went on for a while, and yet people discarded it as "no big deal"?

but the e-mail she sent me displays her private e-mail address, which I assume she uses for her account with you. (…)"

The attached e-mail from the stalker contained what I felt were some very unsettling and manipulative phrases, and even a contextually chilling "I promise not to stalk you". I then continued receiving other strange e-mails from this person, but I deleted most of them (I simply wanted to forget the whole thing and continue on with my life), with one exception – a few weeks later, she sent me a really strange Christmas one, which I kept because the whole situation seemed to be escalating further, and I felt she could turn out being a dangerous individual. To this day, I still do not know how she was able to obtain my real-life identity, my personal e-mail address, or any other private information about me.

Instead of acting on this very evident violation of their own rules, here even supported by an e-mail from the offender that clearly attested to the facts at hand, Boo sent me the following reply:
"(…) Thank you for bringing this to our attention—we truly appreciate your efforts in helping us maintain the integrity of our platform. Your vigilance plays a crucial role in creating a safe and positive environment for everyone on Boo.

To report any concerning profiles, simply click on the three dots on the profile in question and follow the prompts to submit your report. Rest assured, we take such matters very seriously. Our team will thoroughly investigate the issue and take appropriate action to address it.

Your contribution to fostering a safe and welcoming community for all users is invaluable. If you have any further concerns or need assistance, please don't hesitate to reach out—we're here to support you! (…)"

As you may easily notice, this says almost nothing regarding the main problem I was reporting to them, despite their vague claim they were "here to support me". They just didn't seem to care about what was going on. It feels as if they noticed my e-mail was about a violation report, told me how to report someone *through their automated system* (which wouldn't help me at all), and then decided they had to tell me nothing else about this whole thing. Maybe they had simply misread the whole message? I assumed so, and I insisted on the idea at hand shortly after:

"(…) Regarding the stalker, I sent you an e-mail in which you can see she is indeed stalking me – reporting her in the platform would make little sense since she is *now* stalking me out of it. Do you need any more information to act on this? (…)"

I received absolutely no other answer on this subject, and the company didn't act against my stalker, either. Once again, this appears to violate multiple articles of the DSA, especially since this action should likely have been reported to the proper authorities in multiple jurisdictions, under Article 18, appropriately titled "Notification of suspicions of criminal offences". Last time I checked – by the time I was editing these lines – she was still active in the platform, as if she had never done anything wrong to anyone.

Instead of being protected as a victim in this situation, I was the one who needed to modify his personal behavior for protection. I had to change my once-real first name in the app, change my photos, remove some of my interests, slightly omit some information when talking about certain topics, etc. I felt – and, in a sense, I still have to feel nowadays – as though I was the one in the wrong here, that I was responsible for being stalked, while Boo casually ignored the whole situation, as if stalking wasn't important at all. I gave the company literally all the information I had at the time – and they did nothing about it. And now, looking back at these events, I find myself especially appalled. Without spoiling any of the future events, I was once shadowbanned just because a completely false report was made against my account – but someone *literally* stalking other users both on and off their platform is perfectly okay to Boo?! If not, why is this stalker still active there, months afterwards, by the time I was editing these lines?

From a safety-compliance perspective, Boo's response was another systemic failure. They treated a report of real-world stalking as nothing more than a simple UI ticket. By refusing to act on off-platform evidence that originated from their platform, they created a safe harbor for predators, effectively telling victims: "Once you leave our screens, your life is no longer our concern", clashing with much of what the company says about itself in marketing materials.

Chapter 10 – Destroying Evidence by Design

Evidently worried about the events presented in the previous chapter, and *later* trying to collect more information on my stalker for a potential legal case (if such need rose), I decided to review the data Boo's app held on me. There's an option on their system to download this. As I was looking through the information it presented, by pure chance I noticed that it did not contain *all* my past data, which is often considered a serious violation of the GDPR. Under the law, I should be able to receive a copy of *all* my data (both from the app and otherwise), but this just wasn't the case, as information I only obtained much later completely proved[31]. I had never seen a company omit significant information in such a blatant way. For example, none of the conversations mentioned in chapter 6 were present in said files (preventing me from showing them in a court of law, in order to prove some of the company's recurrent actions). Other notable messages were also missing, and I was even able to locate specific private chats which once appeared in past logs, but are completely absent from the most recent ones.

Given my professional experience in QA, I started testing potential explanations for this problem, and soon realized that under certain conditions Boo removes specific posts and conversations, both public and private, from people's downloadable logs. If you request similar data from

[31] Cf. Annex IV.

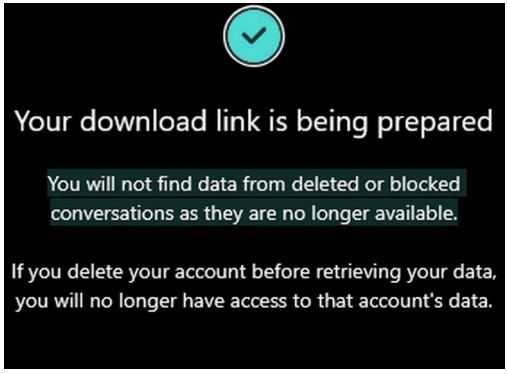
other platforms, such as *Meta* or *Tinder*, they usually contain your side of all private conversations, even when you already deleted them many months ago. The same happens after you are unmatched, or unmatch somebody else. This data is always kept both for user safety, that of the platform itself, and to comply with law enforcement requests. But, unfortunately, no such thing appears to happen in Boo, often for its own convenience, as will be seen later – no other apps I ever used seem to share this astonishing problem.

So, you may now be wondering, under what conditions do said conversations disappear from records? To present them all here would be no easy task, but *at least* if you unmatch someone, if you are unmatched, if a block involves you in some way, or if the other person suffers any kind of ban, your side of those conversations disappears entirely[32].

This leads to an extremely shocking problem – since I naturally blocked my stalker, when I did so all public conversations between us were (supposedly) removed from message logs, even making it possible for the company to deny they ever took place. When I later unblocked said stalker, the conversations at hand mysteriously returned to logs, and can also be seen publicly in the website. Therefore, not only was I being stalked, but given how Boo's system works, me blocking this criminal actually protected *her*, by removing withholding content which would prove her misdeeds. And if, in my specific case, this happened completely

[32] The other person's side of those conversations is never shared in downloadable logs, for privacy reasons. This is an industry standard, and completely legal.

by accident – I was, at the time, still unaware of this entire problem – this supposed design flaw can also be used intentionally.


Your download link is being prepared
You will not find data from deleted or blocked conversations as they are no longer available.
If you delete your account before retrieving your data, you will no longer have access to that account's data.

If you request your data in Boo's platform, this message will be shown to you.

In fact, this whole system makes Boo's platform absolutely perfect for all kinds of criminals – all they have to do is to commit their crimes, shortly after block or unmatch their victim, and suddenly all extant evidence of their nefarious past actions is completely erased from the victim's accessible logs. I believe all readers will easily notice how dangerous this process is. And if this could seem just like a disturbing design flaw, or perhaps some kind of bug, their system openly admits – as can be seen in the screenshot reproduced above – that downloadable logs do not contain "data from deleted or blocked conversations as they are no longer available." Meaning, this removal is completely intentional, and the company even openly admits to every one of their users that they don't have any logs from those conversations, again protecting all kinds of scammers – if not worse – from their victims!

By linking data accessibility to the “Block” status, Boo has created an ecosystem where the very first person to press a specific button decides whether the evidence of a potential crime continues to exist. In the world of Quality Assurance, we seem to call this a “Systemic Failure”; in the world of Law, it appears to border on “Destruction of Evidence”.

Chapters 11-12 – Denied Accommodation, Denied Humanity

Just a few days later, December 2024 started with an unexpected twist – on the first day of the month, I logged in to Boo and found out I had been shadowbanned *again*. As you may already suppose by now, I quickly sent their Customer Support an e-mail about it. This message also contained some important improvements to one of Boo's *legal documents*, suggesting, for example, that they amend the deficient text "You are agreeing that by using the Service, you will therefore not: (…) Other users should not be spammed, solicited for money, or defrauded", to a much better version, which should instead say something along the lines of "You are agreeing that by using the Service, you will therefore not: (…) Spam, solicit money, or defraud other users."

Curiously, none of the suggestions offered at this time were implemented by the company *until much later, when it became convenient for them to do so*, and so the aforementioned legal text remained "broken" for quite a while. Other companies would, for evident reasons, try to keep a major legal text like their own "Terms of Service" absolutely spotless, but Boo just didn't seem to care at this point in time.

But, back to the shadowban, the same e-mail also presented the following description of my latest problem, with some emphasis added here on a few key expressions:

"(…) Today, at some unknown time after 6:49am, my profile and its publications stopped being visible to others once again.

(…) I should tell you *I have an auto-immune disease*. Especially in the cold time of the year (like right now, and usually until February), it affects my heart. I'm genuinely super afraid that if this trend continues, where I'm essentially "banned" for doing something that I know nothing about when I'm just publicly participating in your community and doing nothing wrong, the extra stress may affect me and *I may have to be taken to an hospital*. So, as a professional courtesy, I'd like to ask you for something - *can you please verify what I may have done wrong, tell me what it was, and if it is verified that I did nothing significant wrong, stop the security bot from randomly banning me, as it already happened thrice so far?* (…)"

This was, in my personal view, a fairly simple e-mail, where I presented some of the effects of my auto-immune disease and told Boo that their repeated actions were taking a significant toll on my personal health. And so, given this disability and also as "a professional courtesy" (since I was still actively helping them improve their platforms), I asked them for what I felt was an extremely simple accommodation – basically "stop shadowbanning me until a human verifies a potential violation and informs me about it". This was no big deal, I was simply asking them to follow the exact rules established in the DSA – and do remember that I

had already been shadowbanned incorrectly once, as data I only obtained much later clearly shows.

Anyway, this requested accommodation, if granted, would strongly reduce my stress triggers, and also ensure that my health did not deteriorate, given the disproportionate impact their repeated actions were having on my body. And so, in return, they told me the following:
“(…) Thank you for reaching out and sharing both your feedback and concerns with us. We truly appreciate your dedication to improving the platform and value your contributions to the community.

Regarding the [aforementioned legal] document, We’re grateful for your efforts in reviewing our rules and making thoughtful suggestions for improvement. While we cannot guarantee immediate implementation, your document will be forwarded to the appropriate team for consideration. Contributions like yours help us evolve and create a better experience for everyone.

Regarding your account, could you please send us your Boo ID so we can check your account?

Your health and well-being are of utmost importance. We want to assure you that we’re handling this with care and urgency. We encourage you to prioritize self-care and not let this situation unduly stress you. Please allow us some time to investigate, and we’ll update you as soon as possible. (…)”

In spite of their explicit promise of “handling this with care and urgency”, which I now feel was essentially just a “thoughts and prayers” kind of message, I received absolutely no e-mails back from the company in the next four days – and, so far, they had either answered my past e-mails in less than 24 hours, or not at all. Said past experience strongly suggested that either they would answer me back in two days tops, or not at all – and they appear to have decided on the second path for this entire situation.

This was truly unsettling to me. No such thing had ever happened to me before. The few times I requested any kind of accommodations from anyone, people were super sympathetic to me, even if they didn’t understand – or ask – how my conditions affected me. Once, for example, policemen saw me stopped in a no-parking zone. When they approached the car, in panic I told them about my auto-immune disease, and they reassured me it was okay, that given the health circumstances I could stay in that place as long as I needed. They returned about 30 minutes later, and asked me if there was anything else they could do to help me. I told them I just needed to relax, they perfectly understood, and went their way – without even asking me for more details on the condition affecting me.

Boo repeatedly claims ties to Psychology. At this point in time, they already knew about my two conditions, they had to know Asperger’s worsens with stress (I learned that in a first-year class in college), and yet they did absolutely nothing about this. Instead of helping me as soon as possible – and situations like these are precisely what priority ticket lines

are made for – they decided to simply ignore the whole thing. Or, quoting the now-famous words of Ivan Drago in the movie *Rocky IV*, "If he dies, he dies." – except that instead of coming from the mouth of a Russian boxer, the same idea came here from a company which very openly preaches their message of "We stand for love."

"Love" of this kind is perhaps what one would expect from an abusive relationship, one crowded with the exact same gaslighting I am *now* able to see in this company. At the time, I didn't think much of it *because I was busy trying to minimize what was happening to my body*. I was hoping the platform would have a basic level of compassion – but they didn't. And so, by then extremely stressed, I insisted on this subject on December 5, 2024, in a long e-mail, where the impact this whole situation was having on me would be easily spotted by the company's alleged "multidisciplinary group of seasoned professionals":

"(…) I'm not an asshole, I'm not a jerk, I don't force sexual topics, I don't go around insulting people, I DO talk a lot and sometimes may say the wrong thing, etc. I've previously blocked users who I felt I did not want to interact with. The fact this has happened three times [sic.[33]] to me already in your app makes me think that your ban system is overly sensitive and is repeatedly causing trouble for small or no reasons at all. This is specially worrying, particularly in my case, because *I have an auto-immune disease. If I get stressed out, my physical status worsens a lot*, and you've

[33] This was actually my *fourth* overall ban by then, but this little piece of incorrect information was in the original e-mail too. I now assume that I was so stressed out that I wasn't even thinking correctly, which would be consistent with one of the symptoms of my conditions.

done to it to me three times already, when I'm not exactly a jerk that goes around breaking rules left and right.

At the same time, at least in two of said cases I was talking to someone a few hours before I was banned. We were having fun. When I was unbanned, one such person told me they thought I had unmatched them, and soon after lost interest in talking to me based exclusively on your actions - this, when I can assure you I did nothing wrong, and that your system basically destroyed what were being good conversations between me and them. Need I remind you that one the persons I'm talking to, [name was removed here], has cancer and I was trying to cheer her up? How will she feel when my conversation basically disappears when I really did nothing wrong (…)?"

Is this e-mail long, and alike of a huge rant? *Sure it is*, I can openly admit it – but I must also stress it displays what happens when you subject someone with Asperger's Syndrome to the conditions the company was putting me in at the time, as any expert in Psychology will be able to tell you! Yet, seeing me *extremely distressed* over what was happening, the company *again* ignored the situation. They were seeing in front of them someone with two conditions which worsen with stress, acting in a way consistent with one of those, and *chose not to help him at all*. To anyone with a heart, I feel this indifference should be completely mind-blowing – the psychological equivalent of seeing someone fall from a wheelchair, and instead of helping the person, just casually whistling and claiming you "stand for love", while the individual cries in pain and tries to crawl their way back to the wheelchair.

Around this time, I even took a photo of what was happening to my body following Boo's actions. As I wrote and edited these lines, I repeatedly went back and forth, inside my head, on whether to include such images in it. I eventually decided that I owe it to readers to give them a choice – so, if you want to see what was physically happening to me, and the effects of Boo's actions, you are able to do so in Annex VIII. For those who prefer not to look at such sensitive materials (I know I would gladly skip them), it suffices to say that my hands looked horrifying, one finger even developed a hole in it, and this was very painful.

The fact that Boo never replied to any of those e-mails is not only immoral and unethical, especially given what they repeatedly state in their marketing (and their repeated claims of ties to Psychology), but it may even constitute what is legally called a "constructive denial of accommodation". The concept can be briefly explained as something occurring when a company denies a request not through their words, but via actions that show they will not do what was asked of them. As I later read, this appears to be fairly common in the US, as a way for companies to dodge their legal obligations towards disabled people, especially when low-level customer support staff are ill-equipped to deal with complex situations. And, although I am mostly unfamiliar with disability laws in North America, the indisputable truth is that a simple accommodation was requested of them *twice* at this point in time, and they did not reply to it in a week.

Chapters 13 – Legality Kicks In

Why didn't Boo reply to my disability accommodation requests? You could try to come up with endless reasons to explain their actions, to portray them as the saintliest of men, but the absolute truth is that *they simply did not answer to my messages at all*. Maybe they were very busy at the time? This appears to be a common excuse if you confront Boo Enterprises with why they haven't replied to one of your e-mails, and so I decided to try something completely different. With some help, I tried to file an Informal Dispute Resolution with Boo, just as I would in the EU. The document was crowded with legal jargon, and the following was requested on December 7, 2024:

"(…) 1. Immediate reinstatement of my client's account, with assurances that any future actions against him will follow transparent and fair processes.

2. Enforcement of your Community Rules against the member stalking my client and those engaging in harassment against users with disabilities.

3. A commitment to fostering a safe and inclusive environment for all users, particularly those with disabilities. (…)"

Simply put, this process asked the company to unban me; to actually follow due process – as the DSA mandates – in upholding the rules they had established for its users; and to give *all* users a safe and respectful platform to interact in. This was not a huge request at all, and I

felt these requests made all the sense in the world. And so, in about 24 hours – do recall that, by then, a week had already passed since my initial e-mail on this whole subject, and over 48 hours had passed since my second e-mail – Boo quickly answered the following:

"(…) Upon careful review, we have now unrestricted the account. However, we must inform you that the account remains unverified. AI-generated photos are allowed as long as they closely resemble the user's actual appearance. We recommend updating the profile photo to a more accurate one for verification purposes.

Regarding your concerns, we assure you that we already enforce our Community Rules to address stalking and harassment, including against users with disabilities. Our commitment to fostering a safe and inclusive environment for all users remains a priority. To assist us in addressing the specific issues raised, please provide the Boo ID(s) of the reported users so we can manually review their activity and take appropriate action.

We appreciate your feedback and are dedicated to ensuring fairness and safety on our platform. If you have further concerns, feel free to reach out. (…)"

Reading this closely, you may notice they *never provided a reason for this fourth ban* – even worse, if one checks the moderation logs for my account[34], as I was only able to do much later, they contain absolutely no kind of violations during this specific period of time. This shows that, for some completely unknown reason, Boo decided to randomly shadowban

[34] Cf. Annex IV.

my account one more time, which likely constitutes a huge violation of the DSA. And it gets even worse – they decided to do so knowing fully well that such decision would have a very disproportionate impact on me, given my conditions – either that, or their repeated Psychology claims are just for show, and nothing more.

. In fact, when facing this attempt at an Informal Dispute Resolution, they suddenly replied in less than 24 hours, which easily disproves the idea they could be very busy. This is not only unfair, but it may also violate the DSA in multiple ways. And, if they seemingly removed the shadowban imposed on my account, in the same message they also introduced a whole new hurdle to effectively block my access to their platform. They now claimed that not only was my main photo "AI-generated" (which they seemed to be okay with?), but it also did not "closely resemble [my] actual appearance". Absurdly, this even directly contradicts now-extant moderation logs, which show that some people were indeed trying to report me as a "Catfish/Scammer", but the company itself had repeatedly dismissed those accusations, which weren't true at all – and they knew so, while at this specific point in time also accusing me of being a "Catfish/Scammer"!

This almost sounds like a silly *Monty Python* sketch, and it made absolutely no sense whatsoever. I'm sure that if readers saw this occurring in some TV show, they'd be laughing at it by now, and would consider it completely impossible in real life – but it was completely real, and it happened to *me*, while I was already in deep distress. In fact, this is

precisely where things start becoming interesting for the whole subject of this book.

Hoping to get back in the platform, I naturally changed my main photo to a whole different one, and… its verification instantly failed. I tried a second, a third, a fourth photo, and many others – and yet, every single photo I tried to submit to their platform *always* failed verification, and *constantly* did so under the exact same error message – "photo unclear"[35]. This means that literally all photos I had saved in my laptop, including the exact same ones I had already used in their platform before, or even one from my official Portuguese ID, were now mysteriously turned into "unclear" ones, whatever that is supposed to mean. If you're curious about why this new problem was even happening, the next chapter and the rest of this book will truly surprise you.

[35] They recently seem to have changed this message to a different one – "Make sure the first profile photo is a picture of you, and only you." This suggests they may change the error message again in the future, but retain the whole system at hand. Do note the very ambiguous wording of the new version – is it suggesting that the person should be alone in the photo, that the photo is not their own, that they should be the main subject, that their face must meet undisclosed facial-recognition criteria, or even something else entirely? The company seems to love this kind of gaslighting, as will be seen across this book, repeatedly inputting flaws to the process that a regular user will have significant difficulty challenging – said system seems to violate both Articles 17 and 25 of the DSA.

Chapters 14-15 – Verification as a Covert Ban Technique

The previous chapter ended with all my photos being rejected by Boo's photo verification algorithm, always under the same general reason – "photo unclear". Now, given the constancy of this system error, even towards photos which had been completely acceptable in the past, you may be able to spot that something very suspicious was certainly going on. As someone with extensive experience in QA, I was very well-equipped to investigate supposed system anomalies. For this reason, I decided to use my skills to tackle this whole issue.

I started by assessing the most reliable face comparison algorithm I could find[36]. Then, I got a copy of a photo which indisputably represented me well, the one from my official ID from Portugal. Using said face comparison algorithm[37], I compared this photo with a completely new one, taken in the exact same position as the ID's, which gave me a baseline resemblance of 88.14%. I then compared this ID photo with many others, and obtained various significant scores (75.39-84.92%,

[36] This was done by comparing two photos of Ted Kaczynski – one (beardless) back in college, one bearded after he was captured – and seeing which algorithms were able to effectively identify them both as the same man.

[37] If you are unfamiliar with these, they are basically computer algorithms which compare two faces and provide a percentage of similarity between them. Unless you are comparing two completely equal photos, they never go all the way up to 100% (unlike you may often see on TV), but the closer the pose is in two photos, the more reliable the algorithm is. For this reason, a front-facing ID photo, and a new photo also taken in that same frontal position, usually reveal the highest potential similarity between two faces. A free example of one such algorithm can be found in https://www.faceplusplus.com/face-comparing/ .

depending on facial hair and my position), showing a clear resemblance between them. Therefore, there was a very high degree of scientific certainty that all these photos portrayed my face well, unlike Boo was telling me. But why were they telling me otherwise, and doing so after they removed an unexplained shadowban placed on my account?

This is, believe it or not, where things start to become especially astonishing. As I conducted my research on this topic, and compared my own findings with those of others, I discovered that Boo is using false photo verification failures as a covert mechanism to block some people from accessing their platform. As the writer of one *Reddit* post had previously asked[38]:

“I can't verify my photos, I already tried everything and today I learned that because of that I can't even message someone. I had others accounts with my email and ended up deleting them and some months later coming back. I never had trouble finding matches and met some good people in there, however this time nobody saw my profile and I paid Boo Infinity. Was I banned for some reason?”

To this information, the same user later added some significant points, across two independent comments:

[38] Cf. https://www.reddit.com/r/Boo/comments/1g6z7bs/i_cant_verify_my_photos_was_i_banned/ . This post was previously there, but it was subsequently censored by Boo’s staff, showing an intention to hide this information from the general public.

“I'm laughing with anger now. I just received an email saying that my older account with the other email and already deleted was banned for violating Promotion and Solicitation guidelines. I can't express how ridiculous this is as I never did anything of the type. One more thing: they let me buy Boo Infinity with the banned account.

(…)

After sending then a second email they decided to unbanned me. (…) I think they should review their sistem of report as they are losing a lot of costumers and reputation.”

A previous account, one the user had requested the deletion of, followed by a new account they just can’t verify until they contact Customer Support, complemented by an accusation of rule-breaking they allege can’t be true? This definitely rang a bell with my own situation, making me wonder how widespread the entire problem really is. But, perhaps even more importantly, this one case appeared to be one of a *paying customer* who was, at the time, also prevented from accessing the platform in a very sneaky way – something that potentially constitutes fraud, and a violation of very basic consumer rights.

So, if the company does not want you there (for some reason), they may either use the shadowban strategy (which clearly and repeatedly failed in my case), or remove your photo verification and make it completely impossible for you to verify any photos. This seems like a violation of the DSA, which in its Article 25 literally says that companies

“shall not design, organise or operate their online interfaces in a way that deceives or manipulates the recipients of their service (…)”.

But, seemingly, for Boo some more potential violations of international laws are always treated with a very casual disregard. So, as it was told to their Customer Support around this point in time, “This pattern of behavior – of absolute and undeniable bad faith, harmful actions, and a complete disregard for the consequences of your decisions – shows how little you care for your users, and this e[-]mail serves as documentation of your ongoing misconduct, which will be cited in legal action, to prove you were repeatedly and indisputably aware of what you were doing.” The same e-mail, dated December 19, 2024, also contained a brief recap of the main problems I was facing at the time:

“(…)

1. Account Issues: Since joining your app in September 2024, I have been repeatedly subjected to shadowbans, a false accusation of submitting sexual content, and harassment, all while your platform has failed to take any meaningful action to resolve these issues.
2. Verification Block: On December 8, 2024, you removed a shadowban but unverified my account, accusing me of using an AI-generated photo. After submitting a new, valid photo today — one taken just yesterday — the verification process consistently failed (…) This appears to be a deliberate obstruction, a form of ban, preventing me from verifying my account and further hindering my access to the app.

3. Health Impact: I suffer from [auto-immune disease named here] and Asperger's Syndrome, both of which are worsened by stress. Your repeated failures have caused significant emotional and physical distress, worsening my conditions. You are fully aware of the impact this is having on my health, and yet you continue to act with absolute disregard.
4. Direct Harm: Because of your actions, I am now unable to communicate with someone undergoing cancer treatment, which underscores the very real harm you are causing. You have intentionally and maliciously created a situation where I cannot even access critical conversations. (…)"

I did not receive any kind of answer to this e-mail either, and I just could not verify *any* of my photos, no matter how hard I tried. This prevented me from continuing to utilize their platform, and especially to communicate with a vulnerable user – although I was talking to multiple other people at the time, not being able to support a person who was undergoing cancer treatment (as her profile stated publicly), and who I had previously even promised some cake to, felt extremely cruel to me. And so, on that same date of December 19, 2024, I decided that if I wanted to solve this entire problem, I had to try something completely different.

Instead of contacting their Customer Support via e-mail yet again, I used their in-app chat support. When I did so, the unknown support

agent on the other side of the screen instantly verified my profile photos, the very same ones their automated system had been repeatedly rejecting as “unclear”. Naturally, this again shows there was nothing actually wrong about my photos, and the company was simply attempting to gaslight me into believing otherwise, deliberately increasing my frustration and stress, *when they knew that doing so would have a significant impact on my health*. Remember the metaphorical person who fell from the wheelchair, alluded to in a previous chapter? If, previously, the company had just ignored that person’s suffering, by now they essentially returned to the scene and kicked the sufferer. Whether they laughed at their actions, or not, remains unknown to this very day.

But, advancing a little more, was I relieved when I finally got back to Boo’s platform? Truth be told, what I felt at the time was not relief at all – instead, I couldn’t help but tell myself “this is insane, this is completely insane”, because this whole situation seemed to make no sense whatsoever. Indisputably aware of my health conditions, why would a company intentionally remove a shadowban, only to instantly apply a different kind of ban, and continue preventing my participation in their platform? Could nobody on their side of the screen question the unlawfulness of their repeated conduct towards someone whose health conditions worsen with stress? All these things taken into account, it seems they only verified my photos because they did not, at the time, tie my in-app account with its respective e-mail address, as we will see later.

But, as you may recall, they still hadn't told me why I had been shadowbanned this time around. So, I asked that helpful chat support agent what I believed was a simple question – "(…) what was the problem this time around?" – but I received no answer. I tried again and again across the next few weeks, and never received any answers, which appears to represent one more violation of the DSA, requiring companies to be transparent and give locals in the EU this type of information.

Some other users reported to me that they get clear reasons for bans, and even occasional information on how to regain access (e.g. "remove the text Y from your profile"). But, this time, the company did not even try to provide any reason for mine. I only learned why much later, when I gained access to a previous-unavailable account moderation log[39] – *there was absolutely no reason for this shadowban*, and it represented a very clear example of baseless persecution by the company. Do recall, yet again, that the company itself, at an internal level, repeatedly dismissed accusations from others on what they themselves were now accusing me of. And this has to open an extremely dangerous door – how many more people in Boo's platform are, in this very moment, also suffering from similar baseless bans? My case case certainly isn't the only one – to believe otherwise would also require accepting they were intentionally discriminating against me, which would make the entire situation seem even worse than before.

[39] Cf. Annex IV, and you'll be able to notice there were absolutely no reported violations during this period of time, attesting that I had not broken any kind of rules.

Do note that the company does not present real reasons for their bans, as my case easily shows. In the past, it was already shown that they accused me of “Hate Speech” when an internal log subsequently showed that they had investigated some accusation against me *and dismissed it* as untrue. Yet, I was still punished for one more violation that never existed, and they couldn’t care any less about how this ended up affecting me – but remember, Boo “stands for love”! If one leaves aside such almost-cultic message, it is very clear the company intentionally manipulates their “verification” process, and even their moderation systems, to get rid of some individuals, and at this point in time they had already done so to me at least twice.

Intermission (2) – Were my Photos AI-Generated?

Before continuing this story, I felt I should dedicate a chapter to the accusation at hand – were one, or multiple, of my photos indeed AI-generated? The real answer, as strange as this may sound to most neurotypical readers, goes way beyond a very simple "yes" and "no". The photos I present online – not only in Boo's platform, but also in other places – fall into one of four groups:

First Group of Photos – Completely Real

Me, during a foggy sunrise, sitting at the entrance to an abandoned hermitage. I absolutely love this photo, although it is slightly off-center.

I am not much of a photo guy (I don't even have an *Instagram* account), but I tend to take a few snapshots of the many places I go through on my adventures – especially ones that can provide a good story in the future. The one shown above, for example, is a completely real photo, taken with the help of a timer and advanced camera settings. It shows me after I had spent the whole night meditating in an abandoned hermitage. It was an amazing night, and so at its end I felt the need to

capture this reminder of it, with the unexpected fog only adding to the natural beauty of the scene. Evidently, all photos from this group were either taken by me, or present me as I naturally am in my daily life.

Second Group of Photos – Edited For Artistic Reasons

Me inside the same hermitage, a few minutes later.

A few other photos were also taken that same day, and another is reproduced above[40]. Although I sill see this as an interesting shot in a rather unusual place, I originally felt that it looked a bit too dark and lifeless. So, playing around with tools and features such as HDR, *Photoshop* and AI, I managed to edit it and give the whole environment a more vibrant green coloring. The original photo was not as light, and I feel this change not only complements the abandoned place in the forest quite well, but also made it contrast nicely with the blue and orange outfit I was wearing at the time. So, although originally a very real photo, this second one was subsequently edited – not in my identity, at all, but simply in terms of the environment surrounding me. Most of my available photos belong to this category, to this very day, and at one point Boo was even explicitly shown a before-and-after example.

[40] My face is partially censored in this book for privacy reasons. Obviously, it was seen perfectly in all the original photos, and the ones I submitted to Boo.

Third Group of Photos – Reenactments

This reenactment served to preserve a deeply personal memory with a loved one who has since passed away.

No matter how beautiful the second group of photos could be, they all shared an issue – they had to be taken at one specific point in time. If someone tore down that quaint hermitage, I would have been completely unable to take them. And this led me to an unusual idea – since taking a completely new photo in one of my favorite places in the world would have required me to travel 2600 Km by car (and this is a very long distance, by Europeans' standards), I could use AI to reenact old photos and events of my life, by, for example, adding an older Miguel to the place of a photo originally taken over 10 years ago. Again, there was absolutely no intention of misleading people *over my identity*, but solely an attempt to revive some memories, and ensure my photos could not be easily tracked down after the stalker incident. It must be noted that face comparison algorithms showed I look like myself in all of these, too.

Fourth Group of Photos – AI-Generated Ones

In my free time, using the skills learned from the previous group, I decided to create some purely AI-Generated "photos". However, these

were always meant to be incredibly over-the-top jokes, unmistakable parodies, in an attempt to create the impossible, like this:

In the images above, for example, no one would mistake this hilarious “Francesinha”-shaped hat for a truly real accessory (I’d gladly buy one if it was available, though), and an event like Lisbon’s Earthquake of 1755 would never be portrayed in local tile panels, either. At the same time, I’m absolutely sure no one would think the stained glass art is a completely real panel from a church, one portraying me as a knight finding the Virgin Mary in a mountaintop shrine.

This last group of photos was never about my identity at all – they were about making people laugh at the whole absurdity, or feeling awe at the artistic portrayal, especially since I would only use *up to one* at the end of a profile, to openly mock the whole idea the previous content could be AI-generated – and I can say that if such an accusation was indeed the case, they’d all be much better, and way more interesting!

Conclusions?

Unfortunately, there is a significant problem with many of the photos mentioned above. Since most modern phones change photos via AI or HDR *by default*, and I also occasionally used AI-reliant tools to edit

mine, they could now be misidentified as AI-generated, when, in fact, they only represented reality. An additional example must definitely be provided here:

This photo presents me hugging a small donkey. Most people will likely never notice it, but this is actually a composite of two photos, both taken in the same park on the same day – a background with the cliffs, the trees and the two donkeys, easily recognizable by locals; and a foreground of me hugging the cute animal. These events really took place near Sintra, Portugal, I can even point out their actual location, but by joining them both into a single photo, I was able to produce a snapshot much more interesting than either of the originals. The man seen in the photo is indeed me – but, unfortunately, given the tools I used to produce this snapshot, it could be recognized by some systems as AI-generated, when it really wasn't.

So, all these things considered, were my photos at the time indeed "AI-generated", as Boo had once accused me? The ultimate answer is complex, involving real photos, AI editing, AI recreation, and one (joke) false "photo". But this complexity is, at the end of the day, also completely irrelevant to the case at hand. The crucial accusation of the

company was that my photo(s) did not “closely resemble the user’s actual appearance”. As scientifically attested by face-comparison algorithms, they all consistently did. The company's claim was, yet again, a verifiable lie – I was never a “Catfish”, I never intended to hide my real-life identity, nor was there ever any intention from me to mislead viewers *about my identity* in any of my submitted photos.

The industry standard for “Catfishing” usually requires a material misrepresentation of *identity*. By using AI and other image-editing systems to improve coloring, sharpen a memory, or add a humorous hat and background to a verified face, among many other possibilities, I was not misrepresenting my identity in any way; I was expressing myself and my originality in multiple ways. Boo’s attempt to use these artistic choices, which they were even openly informed of, as a pretext for a ban is a categorical error, in the sense they were treating a mere image edit as a complete forgery of one’s identity.

Chapter 16 – Exposing the System's Flaws

From this point forward, I knew I had to shift from being just a regular user to becoming a kind of investigator. I was growing very weary of Boo's staff wasting my time, that of many other users, and of how the company was affecting my health. As you may still recall, I had joined their platform just to relax and talk to other people around the globe. Instead, I was repeatedly confronted with unlawfulness and utter absurdity at every corner – and this was only from the company, not (usually) from other users of their product. And so, I decided that if I was *still* going to continue using their platform, I had to be extremely careful and document literally everything I was doing there. In case they ever again tried to argue I had violated any more of their rules, I would then have enough information to instantly know what they were talking about, and would be able to effectively counter any of their potential allegations.

At this time, I was truly disappointed about how they had been treating me. I had previously collaborated with many companies around the globe, and none had ever treated me badly in any way – quite the opposite, I'm still friends with almost all those people to this very day. So, as a final token of goodwill, because I had already written down all this information and I was still hoping they'd have some kind of real sense inside their heads, I decided to pass along to the company a limited number of bugs and suggestions I had been collecting in the previous weeks, while shadowbanned. On January 6, 2025, I clearly explained my

decision like this:

“(…) this is also the last time I'm going to pass bugs along to you, especially due to how I was treated a few weeks ago. You can read all my messages if you want, you'll see I'm a super nice person who tries to help everyone the best he can, and so I clearly did not deserve to be shadowbanned twice and incorrectly banned once more. Until your company can apologize for what they did and make amends, I will now not help you improving your product any more. (…)”

I received no answer at all, but I confirmed through technical means that the e-mail was read by Boo’s staff, proving their subsequent silence was a deliberate choice, not an oversight. At the same time, some of the many bugs reported must definitely be presented in this book, so you can learn the types of serious issues this company is perfectly aware of, and which will play a significant role in the next chapters:

“(…) B3-- When someone is shadowbanned, your system still allows them to purchase and/or use premium items (such as ‘Boosts’), and to subscribe to premium accounts; meaning, people are spending their money, but can get absolutely no benefits from it – I myself used multiple “Boosts” during my shadowban. This can put you into huge legal problems (…).

(…) B5-- When a violation is reported in the in-app system, sometimes an action is quickly taken, and sometimes none seems to be taken at all. This would be fine, if some such situations weren’t super dangerous. For example, a few days ago I reported an underage user – my age-

determination computer algorithm determined he was clearly under 15 years old – and his post and profiles were still up for multiple hours (…).

B6-- At the same time, there has been an increasingly higher number of men presenting almost full-frontal nude photos, sometimes from their head all the way down to almost the place where the penis is. One such photo literally presented a man taking a shower, completely nude. I reported it, and nothing was done about it for multiple hours.

(…) B8-- There are seemingly no consequences for misreporting other profiles and their posts. If someone is caught consistently doing this, and especially if they do so in a malicious way – e.g. reporting the same user multiple times across various submissions – they should be punished.

(…) B13-- There is a huge problem in your app, and that's the fact you never warn users about potential violations of your rules. In [other app name here], for example, users are told "You were reported for sexual content", and subsequently told the outcome of such investigation by a human, i.e. "It seems you did nothing wrong, but we had to check" or "If you do this more times, you'll be banned – this is strike 1 of 3". This allows people to modify their behavior. (…)

(…) B17-- I've recurrently had a problem where people insult or threaten me and then quickly unmatch me, or delete the message, before I can save a record of their action. To prevent this kind of thing from happening, there should be a cool-down period after we message someone, during which we cannot unmatch them, unless X time passes or the person answers us back.

B18-- If someone blocks us, the person can still contact our profile and see us in some sections of the app. If, at that exact time, we click their faces, we get an error message (“user not found”), and so there is no way to report their misdeeds.

B19-- If someone is stalking us, your support will ask us for their User ID. However, if we have blocked them (as one would naturally do to a stalker), there’s no way to enter their profile and check such User ID at all!

(…) B21-- Many, many, many users have previously reported to me that sometimes they get notifications for messages that aren’t there at all. I know why this is happening, you know why this happens too, and so it’d be best to address the problem directly!

(…) [Added on January 22] Recently, me and other users noticed that some of our posts and comments - emphasis on that partiality - are being censored at random. What is interesting is that such messages are completely harmless. (…) this wouldn't be a big deal, if... at the exact same time, some users weren't LITERALLY posting nudes in public (…) and when they are reported, nothing is done about it, nor do we get the usual ‘+50 coins’ message.”

Now, please take into account that the content of these e-mails was never designed for public consumption. It is part of a completely real, but also brief, report on some of the many bugs and problems I myself had found in their platform in then-recent weeks, and which they can’t deny *now* being aware of. And, in fact, given the seriousness of some of these

problems, I later even asked them very directly: “I trust that you're already aware of these problems, but aren't you going to do anything about it (...)?” When confronted with all these serious issues and more, Boo resorted to what seems to be their favorite strategy towards any kind of significant problems – they stonewalled me.

So, given this repeated strategy of theirs, a crucial question must be asked here – if, initially, they were very talkative to me, to the point they repeatedly rewarded me for my work and easily gave me internal information, what changed? If you think about the content of the previous chapters, you’ll see that they usually answered me in about 24 hours, but also ignored all requests for giving me any specific reasons behind my bans – I later learned there had been essentially none.

However, they “mysteriously” stopped being so responsive to general questions as soon as I requested disability accommodations, and in every single e-mail they sent me from then on, up to present date (as will be seen later), they repeatedly and very consistently ignored any and all references to my health conditions. That’s, in my personal view, textbook discrimination, especially if it is taken into account that their actions grossly affected my health – as the company knew they would, given their alleged Psychology ties. A good lawyer, or a PR company, could try to flip this around in some way, but the actual truth is much simpler – these were requested, I was legally entitled to them, I asked for them, and the company did absolutely nothing positive about it. Quite the opposite – not only did they do absolutely nothing to help me, but they

even escalated the situation to inflict additional damage, when they falsely claimed my photos did not represent my identity well, while knowing fully well they did.

At the same time, since I also displayed a significant awareness of their many alleged illegal actions, they had no other choice but to repeatedly stonewall me, unless they knew that not replying could lead them to serious legal consequences, as you'll also be able to see in the next chapters.

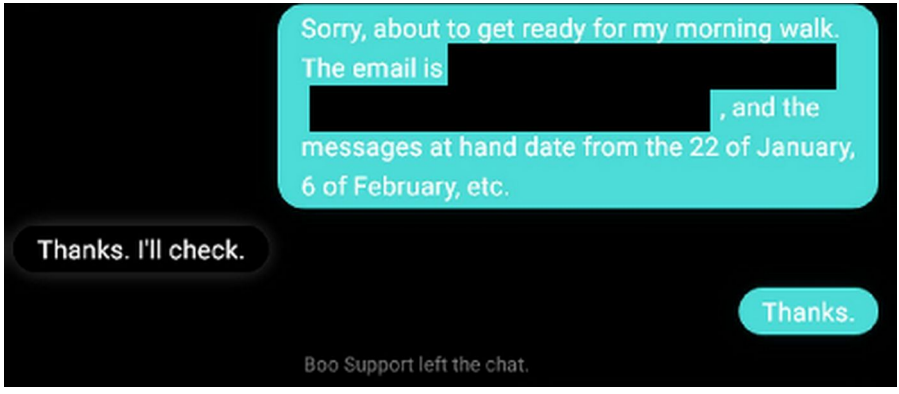
Do note I gave Boo one last chance to act like a responsible entity. I handed them a roadmap of some of their own failures – from financial fraud to child safety risks. Their response – total silence – was the final piece of evidence I needed. It proved that the so-called "Seasoned Professionals" at Boo weren't just incompetent – they were complicit in the degradation of their own platform's safety.

Chapter 17 – The Stonewalling Confirmed

But… from an unbiased standpoint, was Boo truly stonewalling me, which could be illegal under the DSA? Or was all of this just a huge coincidence, and absolutely nothing else, as they would certainly argue in a court of law? Well, I can even prove it to you, through an unexpected sequence of actions – on March 14, 2025, I noticed that a user from Nigeria was trying to conduct a pyramid scheme on the platform. I reported the issue through the automated system, but it failed to act on it, which is possibly one more legal violation, especially since this specific report doesn't appear in my downloaded logs. So, knowing that this could really harm other users, I instantly contacted Boo's staff via the in-app chat support, explained the problem, told them the automated system had not removed the post, and shortly after I was told that the offender at hand had been "restricted". And the problem was indeed solved, not through the company's flawed automated moderation system, but with some real human interaction.

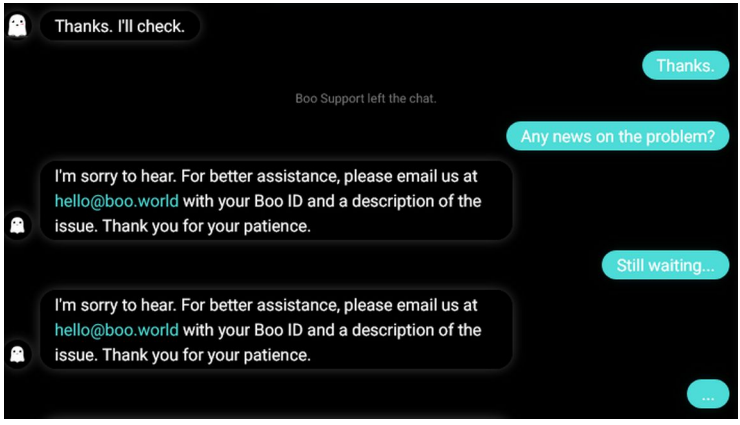
Overall, this would have been a minor incident, as *many* others that I chose not to include in this book, but at the time I also decided to take a chance and ask this member of Customer Support why the company hadn't replied to any of my latest e-mails, i.e. the bug reporting ones presented in the previous chapter. At first, the person told me "We might not have checked the email yet, as we receive a high volume of reports", which can be recognized as a deflection very typical of the

platform. But when I insisted on the problem, openly stating that the e-mails “date [back] from January and February” (and it was already mid-March), they asked me “Can we ask for the email address you use so I can verify?” This finally proved that at least some support personnel could not, at this point in time, directly link users’ Boo ID to their unique e-mail addresses. So, I gave them the address used for my account, they replied “Thanks. I’ll check”, and then…


Sorry, about to get ready for my morning walk.
The email is
, and the
messages at hand date from the 22 of January,
6 of February, etc.
Thanks. I'll check.
Thanks.
Boo Support left the chat.

… I received no answer at all. Instead, this random individual, who had helped me up to this very moment and who was clearly a part of Boo’s Customer Support team, suddenly left the chat session without any additional replies to my problem – notice the faint “Boo Support left the chat.” message at the bottom of the screenshot. This is completely ironic, because they were glad to accept my help when I was reporting the previous rule-violation, but then silenced me when I asked for my own rights, just as they had repeatedly done via e-mail in the past – and remember, the company “stands for love”!

My thoughts, at this time, were a very simple “Gotcha!”, since I knew I had obtained precisely the kind of evidence I needed to prove they were intentionally ignoring my attempts to contact them, while still providing help to many other users of the platform. This was not a technical glitch, a shift change, or anything else like that, since I never got any kind of answer back, even through the many days, weeks and months that followed. This really meant that once they realized who I was, they switched tactics – from ignoring my e-mails, to funneling me into a dead-end loop of automated replies.


Thanks. I'll check.
Thanks.
Boo Support left the chat.
Any news on the problem?
I'm sorry to hear. For better assistance, please email us at hello@boo.world with your Boo ID and a description of the issue. Thank you for your patience.
Still waiting...
I'm sorry to hear. For better assistance, please email us at hello@boo.world with your Boo ID and a description of the issue. Thank you for your patience.
...

Thereafter, whenever I tried to contact the company via the in-app chat, I only received automated messages stating one very specific and extremely robotic message – “I’m sorry to hear. For better assistance, please email us at [address here] with your Boo ID and a description of the problem. Thank you for your patience.”, as seen in the screenshot above. This same automated reply continued to be shown to me, time and again, but not to other users (as confirmed to me at the time), and it occurred even when I sent them the following message – “If you say this [same paragraph] again, you are admitting to all wrongdoing in a legal case (…)”

They still repeated, once again, that exact same stock information back at me, making me laugh a bit over the absurdity, but also providing documented evidence of the company's deliberate and automated disregard for due process and the legal consequences of their actions. And so, the last time I tried to test it, this same problem still continued happening, but other users weren't experiencing it at all. I hope you can recognize this sequence of events for the true smoking gun it really is. But… by now, Boo's violations were not just mounting – they were completely undeniable. This stonewalling wasn't just an accident – it was now a deliberate strategy.

In fact, the evidence was now binary. As "Anonymous User", I was a helpful ally; as "Miguel", I was now considered by the company a kind of digital pariah. This transition – occurring in real-time within a single chat session – is the definitive proof that Boo's "Stonewalling" was not a product of a busy queue, but a deliberate policy of exclusion against a user who clearly knew and knows too much about their systemic failures.

Chapters 18-21 – The Breaking Point

We finally get to a crucial event which took place around March 21, 2025. As previously mentioned, I was keeping track of *all* my actions in the platform, in order to be able to effectively counter any kind of alleged violation of rules Boo could now attempt to throw at me. In this specific date, I casually commented on a post by a certain user located in the US. I had done so a few times before, and I always tried to be nice to them, since they appeared to be mentally unwell[41].

Our past interactions had always been positive. However, this time around, they heard something they disliked in an audio message and started attacking me. They made several baseless accusations against me, including, but certainly not limited to – that I had commented on all their posts in the past; that they had already deleted my past comments in some of those; that I only "followed" very young women in the platform; that I had said "so-and-so" (while completely omitting the context); etc. I was not worried at all, I could easily disprove all said accusations time and again. Besides, this person's arguments just kept on getting more and more absurd across the hours, and I perfectly knew it.

[41] Without providing an official diagnosis, I can simply add that their presence in the platform was very erratic, and even in a platform which rewards interaction, most of their public posts had few, or no, likes or comments under them. In some cases, I could not even understand what the user was trying to say.

Now, you may be thinking… why didn't I just block them? I'll again be completely honest with you – most of all, because they really seemed to be mentally unwell, and I felt some compassion towards this person. In one phrase the user would attack me, in the next one they'd admit I had in fact helped them significantly in the past, in a third they'd thank me for believing they were born a girl, in a fourth they suddenly mentioned being "white passable" (a concept I was still unfamiliar with, but which I *now* recognize as an example of what Americans call "virtue signaling"), and so on. So, instead of just blocking this person, I wanted to show them that what they were saying was just not true at all, and made no real sense, hoping this would make them stop attacking me once and for all – but also make them notice they were not well, and should seek professional help.

I failed to achieve that, and soon after I decided to report the offending messages, but Boo did absolutely nothing about any of them (which appears to be, again, one more DSA violation), and said reports do not appear, very conveniently, in my available logs either. So, utterly frustrated over the company's lack of any protective action, and already starting to become stressed out over the false accusations, I eventually told this user that if they continued insulting and defaming me in public, and did not apologize for their latest actions, I'd have to take legal action against them. In return, they seem to have quickly blocked and reported me to Boo – and, to be completely honest, I still assumed that any human being with even basic common sense would be able to look at the whole

context of the public conversation, see what had been going on, and conclude that I wasn't the one to blame in any of this.

Instead, just a few minutes later I was coming back from some other activity, casually switching around my photos, and my photo verification was removed. I tried to verify my current photo again, and many others too, always receiving the same reply as before – "photo unclear". Based on the context from the previous chapters, I'm sure you already know what this means by now, as well as I did – I had been subject to a moderator action once again, for the *fifth* time.

I was completely astonished, because instead of taking action against someone who had repeatedly insulted and defamed me in public, *Boo banned the victim*. If this endless culture of victim blaming would be nothing new by now, it still seemed just too silly to be true. And so, unable to contact Boo via the in-app chat any more (a problem which still persists to current day), I instead sent them the following e-mail, explaining what had happened:

"(…) Earlier today a (…) user in your app started insulting me and defaming me. Chances are that he/she soon reported me as revenge, since I'm having, yet again, problems with the app. Essentially, when I slightly edited one of my photos, I was again temporarily banned, and if I try to re-verify my first photo, it always fails, and it also fails even if I put as #1 a photo taken in that exact same moment. So, as we all know by now, this

is your FOURTH [sic.[42]] time you ban me, without me having done anything that deserves being banned. Can you please help me, and verify my profile again?

At the same time, I've requested your help multiple times in recent weeks, regarding the bugs I've sent you a few weeks ago, I was repeatedly told you were going to investigate the problem and contact me on it, as seen in the attached screenshot, and you repeatedly did not contact me at all. What is going on?

It should be stressed, yet again and as I told you multiple times before, that I have an auto-immune disease, and that the enormous stress these episodes with your app are causing me - I was never, ever, banned from any apps before, and you've temporarily banned me thrice, and banned me for 24h for supposed ‘sexual content’ - are having a profoundly negative effect on my health. I genuinely hope you can understand this is really bad for me, as I always told you. (…)”

I waited for over 48 hours and, not having received any kind of answer back from Boo, I sent them another e-mail on March 24, 2025, which was a very short one:

“(…) Let me further add a request to the previous, as of now still unreplied, e-mail – under the GDPR, I want to get a copy of ALL the information you have on me, and ALL e-mails that I've previously sent to your company, along with your answer to them. (…)”

[42] Actually “fifth”, if we count all moderator actions against my account.

I did not receive any answer in the next 48 hours, either. In fact, I also did not receive any of the requested e-mails in the 30-day legal period stipulated by the GDPR. And, in case you still want to think they were simply very busy, I contacted them through general queries via alternative e-mail addresses in these exact same periods of time, and said contacts always received an answer back from the company in about 24 hours – meaning, Boo had indeed received my two e-mails, but simply decided not to reply them at all. And this whole episode shows that the company is allegedly violating the law at hand in a very repeated way – which, in general, grants me the right to receive a *full* copy of *all* my data in 30 days – and perhaps also the DSA, which appears to say that, e.g., a company cannot simply answer some users while intentionally ignoring others.

But, more worryingly, this latest ban upset me not because of the company's action in itself, but given the whole context that had been repeated across time, this kafkaesque dance they were repeatedly subjecting me to. Through my presence in the platform, I talked to many casual people – references to them are mostly absent from this book – and to a small group who were facing very significant problems in their lives. My conditions made me care for the latter in an intense way. There was still that woman who was going through cancer treatment, a girl with Autism, and many others. Every time Boo shadowbanned me, they prevented me from continuing to support any of these people. And, in this case, at the time I was even talking to a disabled user who, according to herself, was often abandoned by others and seemingly having a very hard

time lately. I was worried about her – and yet, the company made it impossible for me to actually help her, causing collateral damage.

Every time I was incorrectly and maliciously banned by Boo, a few other users were affected in this same way, and the company just didn't seem to care about any of it. Just *one* report, no matter how malicious or untrue, was all it took to completely destroy my attempts to help others. Now, the DSA seems to say something crucial about this subject, in Article 23:

"When deciding on suspension, providers of online platforms shall assess, on a case-by-case basis and in a timely, diligent and objective manner, whether the recipient of the service (…) engages in the misuse (…) taking into account all relevant facts and circumstances apparent from the information available to the provider of online platforms. Those circumstances shall include at least the following:

- The absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a given time frame;

- The relative proportion thereof in relation to the total number of items of information provided or notices submitted within a given time frame;

- The gravity of the misuses, including the nature of illegal content, and of its consequences;

- Where it is possible to identify it, the intention of the recipient of the service, the individual, the entity or the complainant."

Considering all my account information, and if we are still to believe all of Boo's accusations, at this time I had posted *less than five negative messages*, but over *10.000 positive ones*. Their alleged illegal content was not, in my personal view, anything significant – it's not like I was stalking anyone, or sexually harassing others, unlike other people had done to me, with absolutely no punishment against said offenders. The context of my messages clearly showed that I was never a badly-intended user. And so, for these reasons, I should not have been banned at all, and yet they did so once again, for the fifth time.

So, I knew I was right, I knew I shouldn't have been banned yet again, but this started taking a significant toll on my body and health. I'm sure that, if Boo could say something to you, they would (again) claim this is not their fault at all. But evidence shows an unsettling timeline – in the days before this ban happened, I had even posted some videos and images in their platform, showing that my health condition was near perfect, and I had spent this specific day just relaxing at home. After the ban happened, my health problems escalated to the point that even my big right toe developed some injuries and started displaying a kind of hole in it[43] – and yes, to prevent any attempts by Boo to discard any of this, I took multiple photos and videos of what was happening. This kind of damage caused me immense pain, I couldn't even walk a single step without a limp or my right foot hurting for about two months, and so this was a

[43] Cf. Annex VIII, but said photos should be seen as sensitive, and clearly inappropriate for sensitive readers.

constant – and very painful – reminder that Boo's online actions were having very real consequences in my daily offline life.

But, in complete honesty, this wasn't just about me anymore. Boo's actions weren't mere mistakes. They seemed to be systemic and repeated with many other users I had been talking to. And so, for the first time, I decided I had to hold them accountable, not just for my sake, but most of all for everyone they were also affecting. I'd be doing it through arbitration, because their "Terms of Service" seemed to require so. Although such clause would likely not be enforceable here in Europe at all, this company doesn't seem to have a representative in the EU, as mandated by both the DSA (Article 13) and the GDPR (Article 27). I also could not find a local lawyer who would be able to help me with a case in the US. US-based lawyers were too expensive for me, with one even charging around 1000€/hour. And, finally, resorting to local courts in Portugal would famously take multiple years… years during which the company would continue all their malicious and illegal actions against its users. I did not want that to happen – this whole thing already felt pressing enough.

Chapters 22-27 – Turning Evidence into a Case

Now, if I was going to take Boo to arbitration, in spite of my lack of knowledge of the US legal system I knew my case had to be airtight. Every claim needed evidencef. Every irregularity had to be documented. That meant turning months of strange and frustrating experiences into a coherent body of proof, one that could be shown to anyone doubting my words[44]. I didn't fear this task, I had gone through similar processes here in Europe before, but I felt that compiling all that information would be a bit too boring, and so I had to take it slow across time, collecting piece after piece of evidence.

Part I – The Photo Verification Lie

I knew that the very first thing I needed to do was to show, with no margin for doubt, that my then-current "photo verification failures" were not so at all, but the result of something completely different. I repeatedly presented to their verification system multiple photos where my identity would be completely indisputable, and said system rejected literally all of them – "photo[s] unclear".

I also submitted the exact same photos the company had manually verified in the past – "photo unclear".

[44] This book is essentially based on some of the information I gathered for the initial arbitration submission, plus some additional, never-before-seen, pieces of evidence.

I took a completely new photo, submitted it to the app, and tried to verify it in that same point in time – “photo unclear”.

I tried many, many others, including some a-bit-funny photos taken before, during and after shaving, and the answer was always “photo unclear”. I tried other devices, to disprove this could be some kind of problem with my camera lens, and experienced the same results.

For these reasons, evidently this was not a real problem with any of the photos themselves, or with any of my devices, but one with Boo’s own verification system.

Part II – Vanishing Conversations

Then, I tried to find a full copy of the public conversation I was having with the user mentioned in the previous chapter. This piece of data would easily prove that I was not the one to blame, that my messages – and they were edited multiple times, since I didn’t want to be misunderstood in any point – just attempted to refute their accusations, and yet… my side of this conversation did not appear in my message logs at all, tacitly showing that he person had blocked me. This proved what I said in a previous chapter – users of this platform can simply block each other to delete evidence of their misdeeds. And that also seems to be a very big violation of the GDPR, the fact that Boo intentionally manipulates message logs to remove some pieces of information from them, especially since, in this case, the removal of this information prevented me from defending my past actions – or fighting the company’s misdeeds, but we’ll get back to this one more time in a future chapter.

Part III – Boo's Rules, Boo's Convenience

Following through with my set strategy, I slowly re-read all their documents, legal and otherwise, and noticed some problematic passages here and there. Their "FAQ", for example, clearly states "To appeal a ban, email us at [address here] with your request and any relevant details".

At this point, pause and notice the absurdity – not only are users expected to know they're shadowbanned, since the company never tells them about it, but they're also expected to know in advance what they have done wrong, so they can present "relevant details" to their defense while completely unaware of the accusation at hand. Does this seem fair to you?

I knew about my potential accusation, but only because I tracked down literally all of my interventions in the app. I had done precisely what the "FAQ" orders users to. The fact they didn't answer me for days and weeks meant that they don't follow the same rules they set. Meaning, a supposed violation of any type of rule only appeared to be relevant to Boo when it was convenient for the company, and pointing out violations that just didn't benefit them was essentially brushed off, like when I was stalked and they chose not to act against it at all.

Part IV – Gamified Reporting Roulette

I decided that I also had to show third parties that this whole thing was not just a "me" problem, but something affecting every other user. In

a nutshell, when you report someone's actions, you can wait for less than 60 seconds and, if your report is considered "successful" (meaning, if an AI system confirms the alleged violation, in some vague and undisclosed way), you'll then be presented a kind of notification mentioning your reward – "50 gold coins", an in-app currency which can, for example, be used to start conversations with others, instead of just "liking" their profiles, as one would usually have to do.

Since this sequence of actions, from report to reward, usually takes less than 30 seconds, it is completely impossible for the company to *manually* review all those reports. People are moderated first[45], and if they actually notice so – which, more often than not, they won't – they may then attempt to cluelessly dispute the penalty with the company, as I had done before. This process never seems to take context into account, as seen not only in my case, but also on that of a man who had the habit of spamming the platform with short meaningless messages like "Are" or "Uff" – I reported it multiple times, and nothing was ever done about it.

For reasons like these, reporting someone in Boo is not as much about making the community safer, as it is about enrolling in a gamified roulette process that may either do nothing at all, or reward you – regardless of the merits of your report, as will be seen in the next chapter. From a QA standpoint, I'd evidently say that such process must have some protection against misuse, but here it really doesn't, as will also be

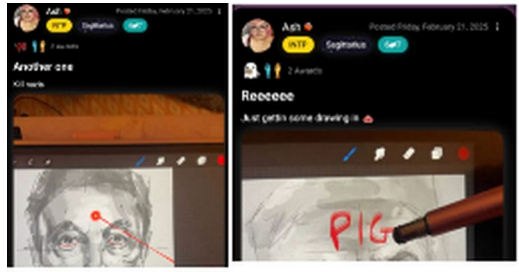
[45] On this, be sure to check Annexes IV and V, which clearly show that I and other users have been punished even if the company later discarded the charges against us.

shown shortly – and this seems to go against Article 23 of the DSA, especially since there is clear evidence that some users were maliciously reported hundreds of times.

This explains the real reason behind some of my past (and, in fact, actually unsupported) bans, but also the case of that woman allegedly banned over 20 times for supposed “Nudity / Sexual Content” violations. She was kind enough to allow me to access her moderation log, part of it is presented in Annex V, and it clearly attests the near-endless fake reports that people made against her account, while the company simply looked the other way and whistled while this whole thing was happening – yet another example they repeatedly side with abusers against victims.

Part V – Hate Speech Left to Fester

Meanwhile, while conducting this same investigation I also kept on seeing, time and again, all over the platform many other violations that the automated system simply did not feel like removing, time and again. The “pyramid scheme” mentioned in a previous chapter is a completely obvious one, but even death threats against public figures, or insulting politicians, seemed to be perfectly okay to this company *at this point in time*. In a situation like this, I really feel you should see it for yourself, and judge said posts based on their context:

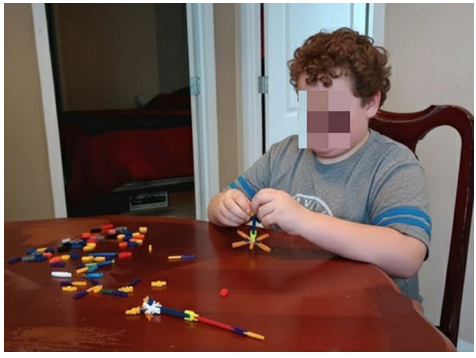


A post urging people to “kill nazis”, followed by a drawing of a public figure with a laser pointed to his forehead, was accessible in the platform for months. A similar post was also promoted there, despite featuring a drawing of a US president with the word “PIG” scribbled over his forehead. To me, and likely to anyone unbiased, these two messages would clearly constitute “hate speech”, especially since they both came from the exact same user, and she was *literally* rewarded by others for these malicious posts, further establishing the complicity of others with these actions. However, when I reported them back on February 2025, the company chose not to moderate this content for months, only acting against it when it had no other option. A conversation with their chat supports attests said reports did take place, i.e. “Confirm to me whether political posts, including but not limited to one of Elon Musk with laser pointer of a gun to his forehead and one of Trump with the word "pig" painted in his forehead, are acceptable in your platform or not.” – but nothing was done about it.

Part VI – Underage Users in Plain Sight

In case this whole thing doesn’t shock you enough yet, as previously hinted Boo also repeatedly allows indisputably underage users

on their platform and, when you report their presence, more often than not nothing is done about it.



Can you recognize this user of Boo's platform as being underage?[46] If you are able to, you're much smarter than Boo's AI moderation system and all of their (supposed?) human content moderators.

For example, to any human being with sound judgment, a profile with a claimed age of "22", but displaying a chubby kid playing with his LEGO (the scene is reenacted above), and stating they go to, e.g., "Saint Anthony's Lower Elementary" in Michigan[47], would be an enormous red flag. So, I used an age-identification algorithm[48], and the system even determined said user was as young as 7 – and he clearly looked the part.

Another of those underage users claimed to be "37", but also went to a county school serving K-12th grade, and claimed she worked as an

[46] I should stress this is not a real photo of any minor – it is an AI-recreation of the original content at hand, included here just for illustrative purposes, with a completely different and non-existing child occupying the place of the (real) original.
[47] Evidently, this was not the school's real name.
[48] A free, very simple and publicly-available, age-identification algorithm can be found, for example, in https://howolddoyoulook.com/ , if you want to give it a try by yourself.

“Influencer”. She looked very young, and the same algorithm determined that she was, in fact, about 9 years old.

Although a few more examples could be provided here, I was especially shocked to find, here and there, some profiles with photos of clearly-underage people in inappropriate clothing, sexual positions, and even offering sexual proposals to older people. Said profiles weren’t timely removed after I reported them. This led me to contact local authorities, who confirmed that such content constituted “underage pornography” in the country where I live. They told me to report all these occurrences anonymously to a specific authority in the EU, and then delete my only copy of said material, which I evidently did as quickly as I could – but that doesn’t change the fact that, upon reporting said extreme content in the platform, it wasn’t timely removed.

An absurd aspect of this moderation process even deserves to be presented here. I never really presented any kind of real nudity or sexual content in the platform, but I had previously assumed a “Larouco” stone statue could have been misinterpreted as such. If this is indeed accurate, it means their AI is “intelligent” enough to “see” malicious nudity in an extremely rough representation of a pre-roman god, but also incapable of spotting when a 7-year-old is falsely claiming to be 22 while playing with LEGO. Such absurdity further supports the idea that cases like these are being ignored by design, while repeatedly endangering minors, and the company just chooses to look the other way.

Part VII – French Toast is Forbidden

At the same time, this moderation system keeps on removing completely harmless messages exchanged publicly between many of its users. Arguably one of the funniest examples I was ever able to spot was in one of my public conversations with a user based in Spain, in which we were just casually debating the origins of French Toast. As you may suppose, this is not exactly a rule-violating topic in any way, and yet some of our messages presented throughout the conversation were completely hidden from view by Boo's automated system.

And this censorship process repeatedly kept on getting crazier and crazier. When I submitted a photo of myself in front of a dolmen in the forest, taken during heavy rain (and seen below), Boo's system decided to keep it from the view of others. How exactly this completely real and unedited representation of myself violates any rules has to be a mystery[49], and as of today nobody was ever able to tell me.

[49] Evidently, the original photo did not present any censorship around my eyes.

Clearly the most offensive and rule-breaking photo you have ever seen in your life, wouldn't you say? For full context, it was also accompanied by the following text:

"[Title:] An homage photo! [Message:] There was once a girl here who had a really unique photo just showing her eyes. I loved it, and so today I took this one photo as an homage."

In fact, this whole thing seemed to be completely arbitrary and fully unpredictable, to the point that a poem in Portuguese was posted on the time and date "2025-03-08T20:15:55.942Z" and *instantly removed from public view*, as if it had broken some kind of rule. A few hours later, a different attempt at posting *the exact same poem* was accepted without any issues (on "2025-03-09T00:53:00.032Z"), and it subsequently even received seven "likes". Said poem was also submitted without any issues in its English translation – it got seven "likes" – further suggesting the content of this poetic composition had nothing wrong in it.

This sequence of events shows that Boo's moderation system arbitrarily decides what to show to the public and what to completely hide

from the view of others – and without ever giving you any opportunity to dispute this completely automated decision, which is apparently a violation of both the GDPR and the DSA. The former forbids completely automated judgments in cases like these (Article 22), while the latter stipulates, at the very least, that users have to be provided with reasons for their removed content (Article 17)[50].

Do notice this – said automated system generates completely different replies on content acceptance even when *the exact same poem* is presented to it *twice*, and for evident reasons a specific piece of content cannot both meet their rules and break them at the same time. If said (first) poem, the photo above, or many other submissions I made to the platform across time never really broke any rules, why were they ever withheld from the view of others? And if they broke any rules, which ones were they? Readers get to decide, since I was never told the reasons behind any decisions undertaken by this strange process.

Part VIII – Shrinking Logs, Growing Breaches

Another curious element to take into account is that my content logs of their platform became smaller across time[51]. This makes little sense, but by both deleting and intentionally omitting information from downloadable logs, the company was likely violating the GDPR, which, as stated before, gives me the right to obtain *all* information a company has collected from me. You will be able to see, in one of the annexes, that

[50] On this subject, see also Annex III.
[51] Cf. Annex IV.

not only did the company hide some information from all of its users in the past, but it also likely continues to do so to this very day. By acting this way, they seem to be creating multiple so-called "Personal Data Breach", which European regulators tend to punish significantly with hefty fines… something especially important here since their removal of information from my logs completely prevented me from defending a case against the company as effectively as I would have liked.

Part IX – A Mountain of Proof

Now, at this point I even had to write down every single GDPR and DSA violation that Boo was allegedly committing across time, state what article each of them violated (and why)[52], and how such actions had affected me. This was an immense task, to the point I even had to seek outside help, or I felt that perhaps I would have gone insane, since they repeatedly and knowingly seemed to have violated so many international laws that it was difficult to establish if violation "X" was of only one rule, two, three, or even more. While doing so, I noticed that many other companies in the US and across the world do indeed (and legally!) follow all those internationally-mandatory EU laws, but Boo clearly didn't, and, based on data I collected through the *Google Play Store*, they were the only clear outlier in this. No other company, before or since, had ever denied me the right to access past e-mails. And who do you think is correct in this – the many companies of *Match Group*, which gave me this

[52] For brevity, and for those readers who are more legally inclined, across time Boo appears to have violated *at least* DSA Articles 5, 12, 13, 14, 16, 17, 18, 20, 23, 25, and 28, along with *at least* GDPR Articles 4, 5, 7, 12, 15, 17, 18, 19, 22, 27, and 37. On this same subject, more extensive information is provided in Annex I.

information through multiple platforms, or *Boo*, which chose not to provide it to me through their single one? The answer should be obvious.

But, after months of absurd bans, utter lies, and ignored rights, I had what Boo likely never expected – a mountain of proof, originally constituted of way over 200 pieces of evidence, and supporting nearly everything that is now stated across this book. The time for patience was over. It was time to take them to arbitration.

Chapters 28-29 – The Illusion of Reinstatement

I'm almost sure readers are, by now, taking a deep breath and likely thinking something along the lines of "shush, it's over. Boo will finally be brought to justice (or not)." You'd also expect this chapter to be about arbitration in itself, and how it all went, or something along those lines. But, if you've read the preface, you may notice that I haven't reached that one hospital ER episode just yet, and so this whole story can't be over. Instead, there are still a few significant plot twists in this whole thing, and the next one is just about to happen.

I filed for arbitration, under Boo's own US-bound rules, and partially due to my own fault it took the American Arbitration Association a few weeks to contact them about it. Meanwhile, after waiting for an answer to my GDPR data request for the legally-required 30 days, I shortly after sent them the following e-mail:

"(…) On March 24, 2025, I submitted a formal request under the GDPR for a complete copy of all personal data you hold on me, including all prior correspondence between myself and your company.

As of today, over 30 days have passed without any response. This constitutes a direct violation of Article 12(3) of the General Data Protection Regulation.

I will now proceed to report this violation to the appropriate Data Protection Authority. (…)"

For over 30 days, my two e-mails and a clear GDPR request for all my information – specifically including past e-mails exchanged with the company – were met with utter silence. Yet, less than one day after being informed of a likely regulatory complaint against the company, I quickly received a reply.

In case you may have forgotten it by now, the original e-mails approached four different subjects – that current ban, their lack of reply to my previous e-mails, my auto-immune disease, and a GDPR request for all my data. Now, this deserves to be compared with their reply, which "mysteriously" took over a month to be sent to me:

"You can download a complete copy of your data at any time by going to Menu > My Account > Download My Information within the app.

We have reviewed your account and found that it was banned due to a violation of Boo's Community Guidelines related to harassment. However, your account has now been reinstated. Please make sure to follow our guidelines to avoid the risk of a permanent ban in the future. You can review them here: [link here].

If you have any other questions or concerns, feel free to let us know."

Their reply would have been a bit comical, if it wasn't such a transparent attempt at deflection. They couldn't even reply to all four points of my two e-mails. Of the issues I raised, two were completely

ignored (including my health conditions, which the company intentionally ignored *yet again*), and the remaining two were pretty much brushed off. My reply essentially was:

“(…) 1- The download link you referenced does not fulfil my GDPR data request. I specifically requested all information you have on me, including all prior emails exchanged between myself and your staff.

2- You now allege harassment on my side. As stated in advance on my March 21 e-mail and my arbitration filing, I was the victim of defamation and insults by another user (…), not the aggressor. So, I demand a full copy of the conversation in which you claim I committed harassment (…)

3- Let it be noted that, once again, you have sided with aggressors rather than victims (…)

4- Also let it be recorded that you ignored my communications for over a month (…)

5- You openly admitted I was "banned". Let it be shown that as soon as you removed said ban, I could easily re-verify my photos in my very first attempt, showing that your "verification failure" errors are, indeed, a covert way you use to ban people.(…)

So, I hereby [and again] formally request:

- A complete copy of all past emails exchanged with your company.

- A complete copy of the public conversation, not present in my logs, in which you claim my harassment (…) occurred. (…)”

Point “5” above was especially decisive. The moment they told me they had unbanned me, I was *instantly* able to verify my photos *on my very first try*. No changes at all, just instant approval! That was another smoking gun for me. It didn’t even take more than one try, while I had attempted to re-verify my photos dozens of times before. So, their photo verification failures had nothing to do with any of my submitted photos being “unclear”, but seemed to be just an attempt by the company into gaslighting all their users, preventing them from finding out they’re banned from the platform.

The fact they unbanned me allowed me to collect even more evidence against them, but here I was, fully aware of my legal rights, and asking them to send me information that, repeatedly, they had omitted from their supposedly-complete data logs. As you may expect by now, they completely ignored these two requests once more, and that prompted me to tell them a very conclusive paragraph, shortly after:
“(…) This entire conversation, which supposedly led to my [alleged harassment] ban, does not appear in the downloadable logs you provided, constituting a severe GDPR violation. Either the conversation exists and you unlawfully withheld it, or it does not exist and your ban was issued without any real evidence — both scenarios violate the GDPR and other laws. (…)”

Now, if you place yourself in Boo’s shoes, you’ll realize that they just couldn’t answer this e-mail at all. Or, at least, not without admitting to some significant legal violations, since they omitted from my logs a

crucial piece of evidence, one which would easily disprove any kind of "harassment" from me. They preferred to take their changes with the GDPR, instead of admitting I had done nothing wrong, given the context of my words. And so, for evident reasons, they completely ignored my requests, yet again, when they could and should have admitted that, in fact, *I myself had been harassed, insulted, defamed, and then reported as revenge*.

Although such crucial conversation may have been conveniently "lost" by the company (they haven't presented it to me to this very day), there is still a very interesting piece of information which I only obtained after arbitration ended and, in fact, completely supports my claims. If you look at the extant moderation log for my account[53], you will be able to see that around the date and time of this ban "someone" reported my profile three times in about 24 hours.

They started by reporting me for being "Underage, Inappropriate Profile, Spam, Catfish/Scammer" – and the company fairly dismissed all those accusations. Now, I know I look young, likely due to the fact my body overproduces collagen, but that one accusation alone should have sufficed for anyone to realize I was being a victim of revenge reporting – by rejecting those four claims against me, the company basically said that my profile was enrolling in none of them.

Certainly unhappy with the fact I wasn't instantly banned (as it is usually the case in the platform), the person then reported me a second time, now for "Catfish/Scammer, Spam" – and Boo also dismissed those claims a

[53] Cf. Annex IV.

second time. If the previous accusation was not enough for the company to realize this was a clear case of revenge reporting, the fact this user kept on insisting on the exact same point should have given them additional evidence to show that I was being maliciously reported.

Still unhappy with the outcome, and failing to see me punished in any way, the person then reported me a third time, now for "Catfish/Scammer, Other" – and the company finally accepted their vague claims against me, which appear to have included some kind of out-of-context "harassment" accusation.

Realistically, this was just like a punitive slot machine, which remains to this very day – the user simply kept on pulling the lever until they got me banned, and eventually they were able to. If this third attempt still hadn't worked for them, I'm completely sure a fourth, a fifth, a sixth – and so on – would have followed until something, *anything*, could be claimed by this person, that would allow them to have their revenge on me. Not only were they mentally unwell, but their "testimonial" was accepted against someone they were victimizing – does this seem acceptable to you?

If these events hadn't resulted in a new shadowban, their sequence would have even constituted a "funny" textbook example of revenge reporting. It only gets worse if it is taken into account that all Boo had to do was to check the *context* established by my public messages and this user's repeated reports. It is the least they could have done, and that would have shown them that this non-binary "someone"[54], with large stuffed gloves in their main profile photo, had a grudge against me and was

[54] I call it so because I'm fully aware of this person's identity.

attempting anything and everything it could to get me into trouble. And yet, nobody on the company side ever seems to have done that – and this is why the DSA, in its Article 23, requires measures against misuse of any kind of report system.

Truth be told… Up to this point I was still *genuinely* expecting someone, anyone, in their company to contact me and admit, once and for all, that they had repeatedly mishandled my case, failing to provide me with the care and respect any human being deserves. I hoped, time and again, that *someone* would rise up and fix this whole quagmire once and for all. Instead, Boo's team showed me they repeatedly lacked those human qualities, feigned goodwill by (now) reinstating the account, and seemed to expect the entire problem would simply go away – all of this, while still publicly claiming they "stand for love."

I was absolutely sure Boo didn't reinstate my account out of any sense of justice; they did it out of a fear of discovery. They hoped that by handing me back my account, I would stop looking for the evidence they had deleted, or wouldn't file a formal complaint against them. They underestimated the fact that for a QA professional, the most interesting part of a system isn't when it works – it's the exact moment you catch it lying to you.

Chapters 30-32 – Boo's Iron Grip: Censorship and Retaliation

By now I knew I was running out of time. I had few doubts that since their deflection strategy had failed, the company would be striking back at me sooner or later. My main concern was to prepare myself for that moment, and until it came I would try to collect as much evidence as I could.

In just the first 24 hours after I regained access to the platform, I reported two underage users, but Boo removed only one. In spite of claiming to be "18" years old, the remaining individual looked very young. She wrote in her bio – and this is a direct quote – "I am horny I love loyal guys and I'm loyal and I'm rlly kind aswell xx", and posted a public message stating "Hiii looking to date xx". At least four people jumped to this occasion, and seven liked her post, which would be perfectly fine *if we weren't talking about an underage user*, as evidenced not only by her looks, but also through her writing style. This person should have never been allowed into the platform, and to prevent it would have been as easy as using a facial recognition algorithm to determine her real age, like I subsequently did, and which determined hers to be around 12-14. But, this one case deserves a special notice here – if content allegedly constituting "underage pornography" was occasionally spotted in the platform, this one profile presented "just" the presence of underage users with sexual overtones, but one lacking the even more problematic

pornographic component. It horrified me, to see someone's young daughter claiming to be "horny" and "looking to date" among an older audience, while the company looked the other way, instead of removing the profile as quickly as I reported it. Where are their priorities, when harmless poems are removed much quicker than the actual presence of "horny" minors?

The platform continued censoring some public messages I wrote to my in-app friends, with no reason ever being presented behind said actions. Violation reports, no matter how unfounded and malicious, kept on leading to users being unfairly banned – *I* even got one person banned by complete accident, when I simply clicked a wrong button. And, arguably most important of all, multiple old-time users, especially women, expressed to me their concerns about so-called "revenge reports", since a single report against them – regardless of its accuracy – could still result in a temporary ban. I was even told that Boo was increasingly censoring all discussions about bans and moderator actions, to attempt to completely hide these problems from users' view. As another user best put it, when asked about this particular subject: "Well, [Boo] do[es]n't allow words like 'banned' or 'blocked' and sometimes 'shadow' (…)"[55]

But do think about it – instead of working to solve any of the real problems at hand, this one company prefers to try to hide all information

[55] Be sure to notice that in order to post this message, the user literally had to censor some of the words herself, e.g. writing "b4nn3d" instead of the text adapted here. Otherwise, she wouldn't be able to post this at all.

about them, so it can be pretended these issues do not exist at all… and *if anyone dares to say otherwise, they may be punished for it*. In fact, if you read their "Terms and Conditions" (which, unfortunately, most people hardly ever do…), you'll be able to spot an interesting sequence, which they can evoke to instill fear in, and even attempt to silence, all potential whistleblowers for absolutely any reason they may wish to choose, as they tried to do in my case:

"If we find you (…) *acting in a way that Boo considers inappropriate or unlawful*, including actions or *communications that occur on or off the Service*, we reserve the right to investigate and/or terminate your account without a refund of any purchases."

What this means is very simple – if you have anything bad to say about Boo, as I justifiably do, and you tell it to anyone *even outside of their platform*, the company can decide to ban you over it. This is just like an authoritarian regime trying to restrict everyone's freedom of speech, which looks oddly out of place in a country like the US. "Bow to the leader… or else!" And, in fact, users such as myself were indeed banned or censured in the company's official subreddit solely for exposing information regarding shadowbans[56], false "photo verification failures"[57], or the presence of underage children on their platform[58].

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[56] Cf. Intermission (1) – the quoted explanation originally came from https://www.reddit.com/r/Boo/comments/1g7m76i/itt_ill_tell_you_how_to_verify_if_your_boo/ .

[57] Cf. https://www.reddit.com/r/Boo/comments/1g6z7bs/i_cant_verify_my_photos_was_i_banned/

[58] Cf. https://www.reddit.com/r/Boo/comments/1jpun40/lots_of_children_on_this_app_reportin

In a bit of a satirical comment, it can be said that at least they are very consistent in their alleged legal violations – although Article 17 of the DSA requires companies to provide a "clear and specific statement of reasons" for their moderator actions and bans, Boo hasn't done this to me in their platform, and hasn't done it in their official subreddit either. Although the Reddit platform itself follows the law at hand[59], it seems to delegate the responsibility of following it in specific subreddits to the people who are managing them – in this case, the Boo staff itself, which apparently couldn't care any less about it… which is something especially interesting if it is taken into account that the CEO itself is a moderator there – but more on that later.

Regardless of these issues, I still had to continue using the platform for the time being, always knowing that regardless of any actions I could take on my side, the next ban was certainly waiting for me around the corner. Between April 28, 2025, and May 3, 2025, I casually used the platform and, just as I used to do before the previous shadowban, reported any type of violations to their rules I could find. When the company acted on those violations, that was great, and credit must be given when it is due – but when they didn't, I quickly took a screenshot of said non-removed content. By the time I ended this process, I had collected around 40 *unaddressed* violations of their rules – and this is likely another DSA violation by the company. However, when I later checked my report log

g_does/ .

[59] Cf. https://support.reddithelp.com/hc/en-us/articles/23595536875796-Digital-Services-Act-DSA-Information-for-EU-users .

for that same period of time, it only contained less than 20 violations, showing, again and without any kind of doubts, that said logs were incomplete – a pattern of evidence-tampering now extremely hard to deny.

The infractions I collected at the time included, but were not limited to, anti-semitic and anti-religious sentiments, nudity, transphobia, overly sexual materials, fake profiles[60], the in-app presence or depiction of minors, and even a truly unexpected piece of content which appeared to condone suicide. Seemingly, even public posts with titles like "ladies what's your fetish" or "I got rizz who will be my gf" (this one from yet another underage user, perhaps as young as 10), weren't removed when I reported them or in the next 48 hours, demonstrating that the company appears to be perfectly okay with these violations – but not with discussions on the origins of French Toast, or photos in front of prehistorical monuments!

However, I was also particularly saddened, and worried, when I heard that Boo had very recently shadowbanned a prolific, consistently positive and well-regarded user. This was not a rule-breaker in any kind of way, it was someone I had seen, time and again, only posting very positive messages. As another user wrote about this subject at the time, "We have been worried that (…) haters would abuse the system to hide her profile for months. Apparently, today was the day it happened. Her profile, posts, and comments are [all] hidden.", showing some wide awareness of the whole shadowban process followed by the company.

[60] On the existence of fake profiles on Boo, see Annex II.

Realistically, I can admit that I was never as positive as she was – and, fortunately, she was later reinstated. But, if you were to take my profile into the overall context established by its actions, you'd see we were both perfectly harmless. In fact, when I was unbanned this time around, and other users realized I was back, some even told me they had missed me. Both men and women repeatedly referred to my many contributions as "sweet and helpful". A few guys told me that if they ever considered dating among their own gender, they'd definitely want to go out with me, which made me laugh. I gained over 20 new followers in less than a week (a notable increase for a *male* user in this application), and also received multiple (paid) awards recognizing my positive participation in many discussions.

This character is further supported by the fact I had attempted to help this company improve their product, continued to do so as the problems detailed here piled up, gave them many opportunities to apologize to me and others, and at one point even e-mailed one of the co-founders[61] offering to help them improve the whole place (but I received no answer back, if you are curious about it). This situation really reminds me of a proverb from Portugal – "There is no one more blind than he who refuses to see." Boo's blindness was not accidental – it was repeatedly and intentionally chosen.

[61] It was not Derek Lee, in case you are curious about it.

Chapters 33-37 – Retaliation, Collapse, and Data Destruction

At this time, I was actively avoiding to talk to any new people in private, fearing that the clearly-upcoming ban would disrupt potentially good conversations and accidentally harm someone, as it had already happened multiple times before. But then, a young woman from the US messaged me. I had conflicting feelings about accepting her chat request, but given what I read on her profile and her past public interventions, I felt I genuinely needed to talk to her, because she appeared to be feeling really down. For context, this person told me she felt too broken to be loved, and found it very difficult to trust others. I was concerned for her well-being, and did my best to offer all the affirmation and reassurance I could. In fact, if I could have done so, I would have given her a huge hug and stayed by her side, just listening, for as long as she needed me to, because she really seemed to be needing an honest and supportive friend in her life.

But the very next day, in the morning of May 3, 2025, shortly after engaging publicly with some other users, I noticed that my account had been shadowbanned *yet again*. My moderation log, obtained only much later[62], reveals there was no real violation of the rules behind this ban – it was issued exclusively on the company side, simply because they felt like

[62] Cf. Annex IV.

it. Although I initially chuckled, there was also a very interesting difference this time around – instead of just shadowbanning me, *Boo had now also removed my premium account*, which, as you may recall, had been previously awarded "until January 1, 2100". So, this was not just another ban, it seemed to be another completely malicious and retaliatory action by the company. And I use the word "*retaliatory*" because, as attested in an e-mail, this was the exact same day in which Derek Lee, Boo's CEO, learned about my arbitration request, with his action essentially saying "we're going to do literally everything we can to punish you", in a new instance of harassment like the one from a few months before, when I was simply shadowbanned for no reason at all[63].

And yet, what I really cared about was that young woman I had been trying to help just a few hours prior. I genuinely felt sorry for this. I was not the one to blame for what happened, at all. Boo is, and by using their platforms, or letting someone else do so, you're risking that this kind of thing happen to you or people you love. Do notice that, some days later, I even explicitly asked the company "to remove the shadowban on my account for the time being, essentially so I can continue supporting disabled and vulnerable users who need my help", as an e-mail dated May 20, 2025, still attests. They completely ignored this request, one I felt would be justifiable during a then-starting arbitration, attesting to how little they seem to care about the well-being of their users, but also their visible cruelty, especially given what will be revealed later – but don't forget, Boo claims they "stand for love"!

[63] Cf. Annex IV again, and notice the absence of any kind of reports against me in the last week of November of the first of December 2025.

So, this time around, I didn't even bother asking for any potential reasons behind this completely undeserved, and likely even illicit under EU laws, ban – my *sixth*, as you may recall. I knew, at the time, that asking for a reason would now be completely pointless, given the company's repeated stonewalling, alleged illegal acts, retaliatory actions, and the generally absurd way in which they seem to act towards some of their members. But, nonetheless, the DSA still required a statement of reasons for situations like these – and the company, yet again, gave me absolutely none.

But this time I was already more than prepared to face their actions, at a health level. When I noticed what had happened, I quickly called the local health hotline, which even skipped their usual questions and told me I should go to the hospital *right away*. While I waited for a cab (I was in no condition to drive), via Boo's app I requested a copy of my data. When I reached the hospital, across the process I took multiple photos and videos of what was happening, and even published some evidence to my Boo account, so they could never deny knowing about it (said content still exists but was omitted from public view, again apparently violating the DSA). Meanwhile, a nurse and a doctor documented my anxiety, my inflamed hands and feet, derived from my auto-immune disease but exacerbated by Boo's latest actions. They linked the whole thing to what they called "work issues (?)", given that – in the doctor's professional opinion – said effects had been caused by a company I had previously helped improve. They also documented my

"inflammatory signs on the 1st toe of the right foot" (derived from the occurrences of the previous month), my "good general condition", and even my undeniable "tachycardia"[64]. They medicated me with *Diazepam* and *Metamizol*, in order to calm me down.

And so, while sitting in that Emergency Room, the gravity and repeated injustice of Boo's treatment – toward me and many other users – solidified my decision to pursue arbitration, to take Boo's actions to all the proper authorities in the EU, and to also bring this whole case to the public. By doing so, I hope to prevent other potential users from ever undergoing the same thing Boo made me walk through across the months. This is, indeed, a cautionary tale and a case study.

But, believe it or not, although the proverbial circle is now complete, this story is not over yet. Coming out of the hospital, a few hours later I was taken back home with a prescribed bag of medication. Soon after, I requested a second copy of Boo's data regarding my account. Although approximately 24 hours had passed between the generation of these two data logs, and I had actually *added* more data to my account, the size of said logs lowered from 499 MB to 460 MB, and the number of files present in the "Media" folder – where my audio messages, photos and videos were usually stored – had drastically dropped from 1.846 to 1.708[65]. Although this contradicts even the most basic aspects of the

[64] These quotes come directly from the hospital's "Emergency Room Summary", delivered to me when I was discharged.
[65] By August 14, 2025, the file size for this log had decreased even further to 427 MB, and the number of files in the "Media" folder had lowered to 1.599. This evidently shows

company's "Privacy Policy" (e.g. "Boo works hard to protect you from unauthorized access or *alteration*, disclosure or *destruction* of your personal information"), and it also seems to be illegal under the GDPR, "minor" things like international laws don't seem to matter to the company at all. And so, I decided to keep all records, made multiple copies of them, paused my account in the app (to preclude any potential allegations that *I* could be tampering with that data myself), and then… I waited. I had to.

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that the company continued deleting my files and information *even during arbitration*, contradicting their own "Privacy Policy" – "We may delete (…) your information (…) unless: (…) [There is] the presence of an unresolved issue, claim or dispute needing resolution and thus requiring us to keep the relevant information to aid the process" – and also good faith principles usually associated with arbitration processes.
But if this is still not enough to convince you of explicit data destruction by the company, by September 7, 2025, the same log was down to 406 MB, and the "Media" folder then contained 1.587 files. For more information on all of this, see Annex IV.

Chapters 38-39 / Intermission (3) – The Face of Boo: Derek Lee

From the previous chapter, you've learned that Derek Lee, Boo's CEO, was informed of my arbitration request on May 3, 2025. Within less than a day, my account was shadowbanned and the premium status the company had previously awarded me – valid until the year 2100 – was also suddenly revoked. A log which I only obtained after arbitration ended attests that I was not reported for any kind of violations around this date[66], if you are wondering about it. This has to raise an unavoidable question: **who is Derek Lee, and is he likely to perform such a retaliatory action against me or any other users?**

In this third intermission, I will not answer that question for you. Instead, I will lay out *some* of the evidence I gathered across time, in the form of Mr. Lee's own words, online submissions and past actions. Consider them as exhibits in a trial. You may read all of them carefully, or simply skim and weigh their tone.

Each quote is essentially unaltered, and almost every direct source is presented in the notes[67]. I ask you to read them with the same critical eye you would bring to a witness stand. Then, I invite you to form your own conclusion.

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[66] Cf. Annex IV.

[67] **Note**: the author presents archived copies and preserved screenshots as evidence; where identities could not be independently verified, that limitation is stated in the exhibits. This chapter makes no criminal allegation – it invites the reader (and any relevant authority) to weigh the preserved facts and determine whether further inquiry is warranted. Like a few other sections of this book, it was also reviewed by a local lawyer.

Exhibit A: Moderation on Boo's Subreddit

Boo's *official* subreddit, as of the writing of these lines, is moderated by two accounts. One of them, "Impressive-Mango-697", is recent – it dates back to March 19, 2025 – and it is publicly inactive. The other one, however – "virekkartgod" – is more notable, and it dates all the way back to May 31, 2019[68]. Although all of its past *comments* are currently gone, some still existed back in March 2025, and two clearly stated "Hey! I'm one of the founders of the company (…)"[69] and "(…) this is Derek (…)"[70]. This idea is further supported through other extant sources, where virekkartgod's local macOS 10.12 username is displayed as "Derek"[71]. In fact, literally all information I collected, including some elements not presented here, support the idea that they are one and the same person.

Now, across the years he posted hundreds of promotional messages on *Reddit*, for "@bootheapp", "Boo", and "Boo.dating"[72], and

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[68] I.e. https://www.reddit.com/r/Boo/ .
[69] Cf. https://web.archive.org/web/20231116174726/https://old.reddit.com/r/dating/comments/15w85f2/boo_dating_app/jwzo34x/ .
[70] Cf. https://web.archive.org/web/20250318034639/https://old.reddit.com/user/virekkartgod .
[71] E.g. https://stackoverflow.com/questions/58404804/node-not-downloading-through-homebrew-terminal-stuck-on-this-line-of-code-with , where "virekkartgod"'s local username is indirectly revealed to be "Derek".
[72] Cf. https://www.reddit.com/user/virekkartgod .

he was apparently banned from other platforms, where he appears to have conducted very similar actions[73]. But one of his comments on *Reddit*, dated January 13, 2023, and which was still available online until early August 2025, said something quite notable, which deserves to be both transcribed and preserved in a screenshot here[74]:

[deleted by user] by [deleted] in buhaydigital
[–] virekkartgod 54 points 2 years ago
Hi [redacted] this is Derek. I'm sorry you felt that way. I reviewed your experience https://www.linkedin.com/in/[redacted]
[redacted]/ but ultimately did[redacted]od fit for each other and hoped you could save your time in search of
the right employer for you.
Wishing you the best of luck.
permalink save context full comments (89) report
Fri Jan 13 03:41:29 2023 UTC

“Hi [name here], this is Derek. I'm sorry you felt that way. I reviewed your experience [her *LinkedIn* profile was included here] but ultimately didn't think we were a good fit for each other and hoped you could save your time in search of the right employer for you.

Wishing you the best of luck.”

Here was Boo’s CEO, under his confirmed username, posting a rejected applicant’s *LinkedIn* profile in a public forum – an action that may be considered “doxxing”. Why would any company leader expose the private identity of an applicant this way?

Exhibit B: The Applicant’s Testimony

The post Derek Lee responded to in the aforementioned comment has since been deleted by the original poster[75], but I still managed to read

[73] E.g. https://www.quora.com/profile/Derek-Lee-30 .
[74] Cf. https://web.archive.org/web/20250318034639/https://old.reddit.com/user/virekkartgod .
[75] Cf. https://www.reddit.com/r/buhaydigital/comments/109v68w/deleted_by_user/ .

it. Although I will not reproduce the text here to help preserve the privacy of this doxxed individual, the post detailed a very negative interview experience with this CEO. Specifically, the author warned others of exploitative work conditions, citing a demand for excessive hours at a below-market rate and a very unprofessional, dismissive interview process. In his reply, do notice that Lee does not deny any of these allegations – something you'd expect from someone being falsely accused of something. Instead, he tries to reframe the whole situation in neutral terms, without ever addressing the applicant's complaints.

This past applicant, in a follow-up comment[76], then stated the following – "For exposing my identity - https://www.linkedin.com/in/derekxlee ". This makes it clear *she did not like having her private identity released in a public forum*, which further supports the idea this CEO revealed her real-world identity without permission. From a neutral standpoint, is this a conduct fitting for such a position, at the very top of a company?

Exhibit C: Other Applicants and Employee Experiences

Attempting to be completely unbiased, I also looked into the experiences of many other alleged past employees and applicants[77]. Their

[76] Cf. https://www.reddit.com/r/buhaydigital/comments/109v68w/deleted_by_user/j46075m/ .
[77] See, for example, the following links:
https://www.reddit.com/r/buhaydigital/comments/zfsx87/dont_apply_to_boo_world_or_boo_app/
https://www.reddit.com/r/AntiworkPH/comments/ze0xpy/boo_world/
https://www.reddit.com/r/buhaydigital/comments/109v68w/deleted_by_user/ .

testimonies repeatedly painted a very similar picture. Another example, translated from the original language through an AI system, stated[78]:

“The CEO is very rude. That must be why it's a general interview, because he'll just hang up on you without saying goodbye. Boycott this [expletive word here]. There's also an employee on another subreddit that says they're currently working on this company, being exploited and treated like [expletive word here].”

One more added the following[79]:

“I applied there before. They require a 60-hour work week, and the written assessment is a 5,000-word article to be submitted within 24 hours. (…)”

And yet one more example, of an even more significant nature[80]:

“Maybe they want to bury this comment, which is why it's getting all downvotes in the other thread about Boo, because it hurts the ego of the wannabe CEO. But here I am posting this again.

I worked here before. They definitely took advantage of everyone's skills and outputs. The pay was alright, but not for that level of stress, nope. They even have KPIs and an evaluation every month before you get your

[78] Cf. https://www.reddit.com/r/buhaydigital/comments/zfsx87/dont_apply_to_boo_world_or_boo_app/ .
[79] Cf. https://www.reddit.com/r/buhaydigital/comments/zfsx87/dont_apply_to_boo_world_or_boo_app/ , this was originally the very first comment, but it was subsequently removed.
[80] Cf. https://www.reddit.com/r/AntiworkPH/comments/ze0xpy/boo_world/je31jmw/ .

pay, and then you have to state there if you are deserving of your salary, HAHAHA. It makes you doubt your effort even though you really did put in so much of it.

They are masters of gaslighting. Also, they don't like suggestions and input. They work like a startup because they aren't organized and are extremely MICROMANAGING. I had a great run here in terms of upskilling, but it was definitely not a good experience overall."

Although I could not verify the true identity of all these users (two haven't logged in to the platform in years, and another has yet to reply to me), the same themes echo through many other messages time and again, and they appear to reflect a corporate culture set from the top. Such testimonies, if they are indeed accurate, raise questions about Boo's internal culture and management style, especially since I couldn't find any *real* support for the company in said threads. So, does this seem like a place you would enjoy working for?

Exhibit D: Current Behavior

But perhaps this was all just in the past? Companies change, as any good PR company would be able to sell to you. To test whether Boo's culture had improved, I tried a small experiment: using one of my throwaway accounts, I posted factual information about Boo in a popular

dating app subreddit[81]. Soon after, another random user shared her own story with the company[82]:

“That app is such garbage. It’s a real shame since it has cool people on it, but monetizing reporting is unhinged as a business plan. I’ve had my account shadow banned 20 times for ‘sexual content,’ even though my profile pictures are just my face. The most recent one, eight out of nine pictures are a care bear and one is my face and banned anyway because someone is reporting me. It’s unbelievably frustrating since their ‘support’ is just a catch all email and they reply about a tenth of the time. The official forum here is moderated as well, so you can’t even post to ask there for help.”

The telling part isn’t her complaint in itself, but what followed: her comments were quickly buried in localized downvotes, far beyond the typical activity in the same thread[83]. As an alleged former employee had stated, critical posts continue to be heavily downvoted, which may be interpreted as coordinated suppression. Why would any tech company ever do this, or recurrently delete their past online interactions, if they genuinely felt they had nothing to hide from the general public and potential new users?

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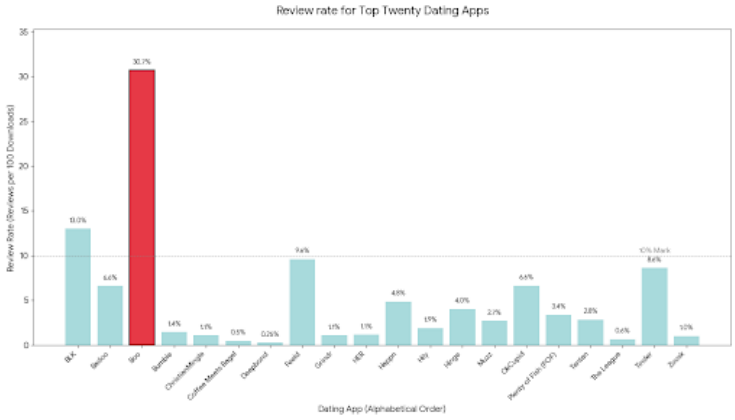
[81] Cf. https://www.reddit.com/r/OnlineDating/comments/1jpak7b/itt_ill_tell_you_how_to_verify_if_your_boo/ .

[82] Cf. https://www.reddit.com/r/OnlineDating/comments/1jpak7b/itt_ill_tell_you_how_to_verify_if_your_boo/mkynamn/ .

[83] One can only suppose how many fake negative reviews and ratings this book will get, which will further support this point.

Exhibit E: App Reviews

The next chart shows an approximate review rate for the Top 20 Dating Apps available in the *Google Play Store*, i.e. the percentage of people who chose to leave a review for an app after they installed it. Although this says little about the real number of *active* users, and *Google* does not seem to release more precise figures, they do make available to the general public download ranges – Boo currently has "10M+ downloads" (with over 3 million reviews), while notable competitors *Bumble* and *Tinder* both have "100M+ downloads" (with, respectively, 1,45 million and 8,64 million reviews). For additional context, *Facebook* has "10B+ downloads" (1,8% review rate), *Instagram* has "5B+ downloads" (3,3% review rate), *Twitter/X* has "1B+ downloads" (2,3% review rate), and *Tiktok* has "1B+ downloads" (6,8% review rate).



As of the writing of these lines, Boo has a 30,7% review rate in the *Google Play Store*, while that of its direct competitors in the same online dating industry is usually under 10% – and, as already presented above, organically popular apps have an even lower rate. The app displayed with the second highest score in the chart, *BLK* (with a 13,0% review rate),

didn't have a visible score *for me* at the time of the writing of these lines, which I was informed by a specialist usually indicated "Detection of Suspicious or Fake [Review] Activity". So, under the same controlled conditions – and accounting for the inherent milestone lag in Google's reporting[84] – approximately *one in three users* of the Boo app in Android devices seem to have left a review for it, while less than *one in ten* presented said content to their competition, and this rate is even lower for organically popular apps. A review rate of 30,7% represents, therefore, a strange and exceptionally high number of reviews, almost unheard of – but where are they coming from?

As already shown in previous sections, in the past Derek Lee advertised this app in multiple places around the internet, but sometimes he also offered people bonuses for signing up. One such example clearly states the following[85]:

"PH Exclusive Benefit: Free 1 Month of Boo Infinity (available next 24 hours) Just comment below this post with your Boo ID handle (obtained during account setup) within the next 24 hours, and we'll gift it to your account. Or shoot us an email at [address here]."

Although this last action does not appear to be illegal in most markets, it shows a vestige of the app's inorganic growth, one which hasn't been deleted just yet. Since Boo's review rate is noticeably *much*

[84] Even if we generously estimate Boo's downloads at the very top of its current milestone bracket, its review rate remains statistically improbable compared to its peers.
[85] Cf. https://www.producthunt.com/products/boo .

higher than that of other apps – both in the same industry and in general – could this whole thing be showing us part of an attempt to manipulate the public, through inflated download numbers and untrue reviews?

Exhibit F: *Twitter/X* Comments

Likely given that social media app's significant – and organic – popularity, Mr. Lee has a *Twitter/X* account[86]. Although it was created back in March 2013, the oldest current post dates back to July 28, 2023, again hinting at significant deletion of previously-available content. Here's some of his replies to the posts of others:

From August 14, 2023[87]:

"Most of *Twitter*'s new features were also copied directly from Boo

1.Longer word counts

2.Edit posts

3.Verified check marks for everyone

4.Show other languages

5.Separate For You + Following feeds

6.Adding blue animation to buttons

7.Add bookmark icon to posts

(…) And some recently and on the way

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[86] Cf. https://x.com/DerekXLee .
[87] Cf. https://x.com/DerekXLee/status/1691111805895294976 and https://x.com/DerekXLee/status/1691111696025464832 .

8.Verify to message people

9.Subscription based social

10.*Twitter* coins

11.*Twitter* dating”

From August 20, 2023[88]:

“[Elon Musk[89] is] pretending https://boo.world doesn't exist, even though *Twitter* has copied 14 features directly from Boo in the last few months. We believe in block buttons and safe spaces, moderation, and don't reserve the right for people to be extremely toxic and hateful.

(…) It's why I don't post on our own social network. We don't want to make it about us, but rather about making our users whole again. We exist to serve our users, rather than *twitter* which exists to amplify the message and serve the interests of one man.”

From August 26, 2023[90]:

“It's essential to find spaces where genuine connections and ideas can thrive. Maybe it's time for a more empathetic platform?

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[88] Cf. https://x.com/DerekXLee/status/1693233650350137529 and https://x.com/DerekXLee/status/1693234587584147486 .

[89] This hostility toward Elon Musk is notable, given that a post urging people to "kill nazis" and featuring a drawing of this man with a laser pointed at his forehead was accessible on the Boo platform for months, demonstrating the company's selective enforcement of its supposed "hate-free" policy.

[90] Cf. https://x.com/DerekXLee/status/1695271980461621537 and https://x.com/DerekXLee/status/1695271903777194247 .

(…) At Boo, we've created a space for just that - deeper, toxic-free discussions. Maybe you'd like it there."

From August 29, 2023[91]:

"While some platforms undergo 'transformations,' others pave their own path. Interesting how many of Boo's features have found their way onto *Twitter* lately.

We're committed to safety, moderation, and genuine connections. Because everyone deserves a space free from toxicity.

(…) the only positive thing that transcends time and space is love. And life is just too short for unmeaningful hate anyway!"

From August 30, 2023[92]*:*

"[If I could] I'd probably ask 'Elon, with all the innovation at your fingertips, why take inspiration from 14 of Boo App's features for *Twitter*?

Imitation is the sincerest form of flattery, I suppose?'"

(…) Digital spaces should be about genuine connections and understanding. If you ever seek a breath of fresh air in social media, perhaps Boo might be your haven. It's where depth meets authenticity, away from assumptions!"

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[91] Cf. https://x.com/DerekXLee/status/1696339228345483596 and https://x.com/DerekXLee/status/1696341182895235146 .
[92] Cf. https://x.com/DerekXLee/status/1696765589123903558 and https://x.com/DerekXLee/status/1696757873387118868 .

From August 31, 2023[93]*:*

“Honestly, logos are a small part of the experience, but they do set the tone. The real magic is in the community and genuine connections. It's why we, at Boo, cherish our community every day. Sometimes, it's the little things and familiar faces that make you click!”

From September 5 and 7, 2023[94]*:*

“While some dodge responsibility with lawsuits, others create hate-free spaces. The choice is ours!

(…) Hang in there, real connections always appreciate genuine voices! Just as genuine platforms cherish real individuals. Feel free to discover Boo (…) No one should profit from causing harm. Stay safe and strong. (…) It's time for a more empathetic platform”

Three questions deserve to be asked here – Do these posts actually seem consistent with the man presented in the previous resources? Do you feel they capture *my* experience in their platform accurately? And, finally, do you believe Elon Musk is stealing features, past and future, from Boo?

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[93] Cf. https://x.com/DerekXLee/status/1697100279433298029 .
[94] Cf. https://x.com/DerekXLee/status/1699071146619216353 , https://x.com/DerekXLee/status/1699076421111730375 , https://x.com/DerekXLee/status/1699078040041529389 and https://x.com/DerekXLee/status/1699631563867029862 .

Exhibit G: Ties to China

If one looks at Mr. Lee's resume[95], it can be seen that being "Co-Founder, CEO" at Boo is his very first real job, although he was apparently an intern for *Mobvoi* (a Chinese AI and electronics company), and *Camelia Beauty* (a Beauty and DIY nail brand from the US), before.

In terms of education, he seems to have attended Punahou School (in Hawaii, 2008-2012), New York University (2012-2016 – Bachelor of Science, in Economics and Marketing), East China Normal University (2014), Peking University (2014 – Commerce, Business, International Business), and Tsinghua University (2017 – Master Of Science in Data Science).

Two questions deserve attention here: What kinds of college, professional and real-world experiences best prepare someone to lead a global technology company? And, given Derek Lee's educational background across both the United States and China – where approaches to privacy and user rights differ very significantly from those in the EU – might those contexts have influenced how Boo has been shaped, including their "social credit system", their censorship of harmless content, et al.?

Conclusions?

Read the exhibits again, if you wish, and then ask yourself three important questions:

[95] Cf. https://rocketreach.co/derek-lee-email_4898798 .

1- Would you feel comfortable placing your private conversations and personal data in the hands of the same individual whose public posts, archived comments, and documented conduct you've just reviewed?

2- Does the evidence presented – a preserved *Reddit* comment linking to an applicant's *LinkedIn* profile in public (Exhibit A), a past applicant's testimony (B), repeated complaints (C), alleged attempts at suppression of criticism (D), an extremely unusual number of reviews in the *Google Play Store* (E), the CEO's public pronouncements (F), and his résumé (G) – stand alone, or does it reveal a broader pattern?

3- If you were a regulator, an investor, or simply a friend advising someone, what would you recommend next?

I presented some of the exhibits; you draw the conclusions…

Chapters 40-41 – Public Boo vs. Private Boo

This chapter deserves to begin with a comparative table, derived from some of the information already presented to readers in the previous chapter:

Derek Lee, the CEO, claims...	**But the company...**
“our own social network (…) [is] about making our users whole again.”	Knowing about my health conditions, acted in a way which contributed to worsen them.
“We exist to serve our users”	Ignored contacts from me and many other users, refused to provide complete reasons for bans, didn’t honor my GDPR data requests, etc.
“It's time for a more empathetic platform”	Completely ignored my disability accommodation requests, showed absolutely no concern for my health conditions, and prevented me from continuing to support users who needed my help.
“Digital spaces should be about genuine connections and understanding”	Managed to interrupt, and effectively end, literally all “genuine connections” I ever found. They were also far from

	“understanding” when dealing with my disabilities.
“We, at Boo, cherish our community every day”	Repeatedly mistreated me in spite of my previous help, and repeatedly banned good users.
“While some dodge responsibility with lawsuits, others create hate-free spaces”	As soon as it heard of my arbitration request, the CEO shadowbanned me, removed my premium account, and did not allow me back in to support a user who really needed someone she could trust.
“Genuine platforms cherish real individuals”	Has a CEO which claims one thing in public and does a completely different one in private.
“No one should profit from causing harm”	Profits by allowing shadowbanned and banned users to purchase and/or “use” premium content, as I tested and informed them of.
“We stand for love.”	Does all the kind of things portrayed across this book.

The comparison of these words, once written by Boo’s own CEO, with what the company actually does, perfectly illustrates the gap between the public and private faces of Boo. They try to sound humane,

sympathetic, and all that is good, but then completely forget about the impact their actions have on real users, and extensively use AI in multiple ways, including, but not limited to, through a flawed content moderation system. So, in an additional attempt to highlight the many dangers of such an idea, I decided to try something quite unusual. I presented said AI algorithms with a file containing all information I had collected on Mr. Lee, another file presenting all my past messages from Boo's platform, and requested that the system describe us both in five words[96]. The automated system called him "rude, exploitative, unprofessional, disrespectful, delusional", and defined me as "inquisitive, complimentary, knowledgeable, supportive, talkative". While this information is clearly not dispositive, it shows a significant problem – current AI is still very imperfect, and to use it to judge the actions of human beings, especially without ever taking into account their full context, is a very problematic idea. But you can't, logically, take context into account only when you feel like it, and discard it when it doesn't suit your personal interests – like the company is doing.

In fact, this is a company which extensively promotes in public its use of "personality psychology", particularly MBTI typologies. They are a core part of Boo's platform design and user experience, in order to allegedly "understand you for who you naturally are". My MBTI type – "INFJ" – has been confirmed through externally validated testing. According to Boo's own published materials, INFJs "care about others, are idealistic, and want to make the world a better place. (…) They seek

[96] The prompt I used was "Read this file. If you had to associate 5 words to this person, what would they be? Answer in a single line".

deep connections, are true to their values, and often feel misunderstood", which are descriptions that closely align with my own documented behavior across thousands of interactions on the platform, and even outside of it.

Boo also claims that INFJs are particularly sensitive to unethical, disrespectful, dismissive, or disloyal behavior. Yet, when faced with my past help, reports of stalking and harassment, warnings of misuse of automated tools, and requests for accommodations, Boo responded not with empathy or their alleged "support for who I naturally am", but with repeated unsupported bans, silence, and technical obfuscation. This stark and repeated disconnect between Boo's branding and its contrasting real-world conduct (e.g. they insistently talk about "transparency", yet repeatedly denied me legally-guaranteed access to some of my data, and failed to give me real reasons for why I was being moderated), must raise some concerns.

If the company is promoting psychological understanding as its competitive advantage, and even claims to have "a multidisciplinary group of seasoned professionals with over 40 years of combined experience in the fields of mental health, behavioral psychology, personality assessment, and interpersonal compatibility", it should also be held accountable when it systematically ignores – or even harms – users who embody the very typologies it claims to understand and support. These contradictions are not just superficial; they reflect a platform that explicitly claims values such as kindness, empathy, authenticity, and

transparency to lure users in, and then repeatedly fails to uphold any of those values once they're inside. And they also seem to follow this trend elsewhere – in public replies to many of their reviews, the company repeatedly uses expressions like "we sincerely apologize" and "we're truly sorry", but then it appears to change absolutely nothing, perfectly illustrating their performative words and hollow actions, one day complimenting me on my help, and the next not even replying to a basic contact that could and would have really helped my health. Boo seems to thrive on this double face – one polished for the general public, one rotten behind the curtain. This pattern reveals the real Boo to be not an empathetic community, as they claim, but as a play with values like empathy written into the script and completely absent from the performance itself.

Second-to-Last Chapter – Beyond Arbitration

While I was contemplating all these problems, the date of arbitration was almost upon me. For it, I decided to focus on three main problems – DSA violations, GDPR violations, and violations of my personal rights as a person that may be considered disabled. So, in writing down my request for arbitration I summarized some of the main issues at hand like this:

– Arbitrary and Unjustified Account Actions

– Systemic Lack of Transparency and Due Process

– Discrimination and Failure to Accommodate

– Abused Reporting System

– Inconsistent and Harmful Moderation

– Serious GDPR and DSA Violations

These are, in my personal view, simple enough to understand, and they constituted the bulk of the problems I and many other users were facing in the platform. Related to them, the remedies I sought were also equally simple, and tied directly to each of the problems at hand:

– Account Reinstatement and Protection

– Transparent Support and End to Retaliation

– Fair Treatment of Disabled Users

– Reform of the Reporting System

– Consistent and Lawful Moderation

– Compliance with GDPR and DSA

I decided never to ask for any specific amount of money. That was never my point, at all – in fact, I would easily dispense any kind of money *if I could be assured that the company's problems would indeed all be fixed once and for all*. That, and a mere apology to me and others, would have sufficed. However, across the months of this whole ordeal I realized that Boo is a company that, in spite of its recurrent beautiful words, only really seems to care about the money, and without one such monetary request to the process, they would certainly overpromise and underdeliver, as they consistently showed through their past actions. I can even confess that if I won a single cent in arbitration, I would give it all to charities, and one was even selected in advance.

Unfortunately, I believe I am unable to tell you what really happened during the actual arbitration process, or how it ended, but nothing prevents me from presenting here a few interesting facts and events which took place *during that same period of time*.

I knew it is extremely common for companies in the US to throw their money at problems and, in return, force complainants into keeping quiet. For this reason, I decided that if the company ever tried to settle

with me, take me into mediation, or anything else along those lines, I would always have an explicit precondition for said processes – out of public interest, anything preventing me from reporting this case in public was completely out of the question. Not even all the money in the world would ever be able to change my mind in this point. People who know me in real life can confirm that I truly live by these words, that I always try to do what is right, and attempting to protect others from what I myself had been through in this whole case was what really mattered to me.

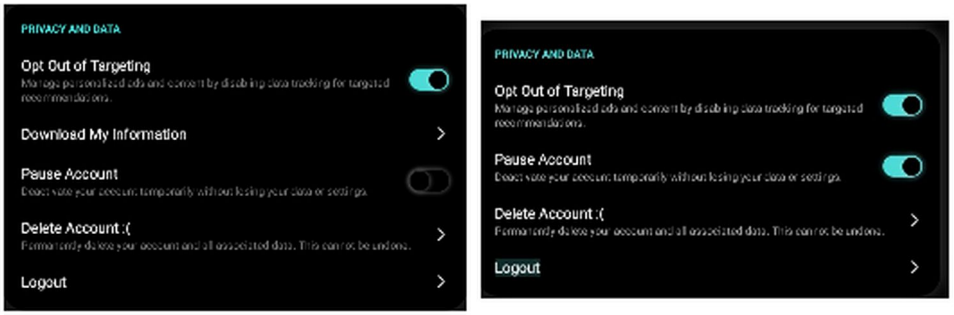
Through similar cases in the US, I also knew in advance that the company would certainly attempt to portray me as the worst human being who has ever lived, likely through forged or out-of-context quotes. In order to make said defamatory process much harder, I supplied as part of my evidence logs of all my past actions, and included a very specific phrase on my arbitration request, essentially stating “All of Boo’s potential claims on my past conduct should be compared with these documents, and always be presented in their original context.” Although I would love to make all that data available to the public in this book, for full disclosure of my past actions (but omitting all names), unfortunately said log is just too long – over 4000 pages. I can gladly provide all said logs to interested researchers, if there is ever such a need.

Also, I intentionally did not ask for any documents or information from the company. Not only did I feel that all the evidence I had amassed across the months was more than enough to support my case, but I knew that, if I acted otherwise, they would do everything they could to later

claim I had used private and confidential information for this book, when I had no such need. To be completely honest, the only documents I regret not having in my possession today are copies of all my past e-mails sent to the company, which I legally requested time and again, but were repeatedly – and, given the GDPR, illicitly – kept away from me.

On a specific date, I took the time to verify the continuous existence of *all* relevant evidence I had been collecting across time – some had been in their platform and elsewhere for months and years, like the aforementioned "kill nazis" post, a few underage profiles, and the CEO's public disclosure of a job candidate's private information. *A single of the rule-violating profiles had been removed during that period of time*. However, when a few minutes later I submitted said evidence to the AAA's system, some of the original information had been removed by the company, e.g. the "kill nazis". If there was absolutely nothing wrong with such post, why was the content being removed *only now*? And why were underage people's profiles, also part of my evidence, not removed at all? Readers are invited to come up with their own conclusions on this topic, which I feel easily show the company's priorities.

Around August 14, 2025, I decided to enter my then-paused account, essentially to download a new data log and re-check its file size and content. When I did so, I noticed that the option to do so had completely vanished from my account settings, as these images show:

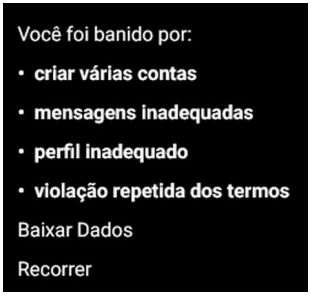


On the left, you can see how this specific screen looked like for other users at this point in time. On the right, you can see *how it looked like **for me** during the same period*. Notice, in the second case, the clear absence of a “Download My Information” option, which should have been present between the two sliding buttons.

Why were they even doing this? As I only noticed after arbitration ended, during this period of time they were adding additional logs to the file, and it may have been important for them to ensure that I would not gain access to them just yet – in fact, those changes are detailed in Annex IV, and prove, without any room for doubt, that the company had previously omitted information from supposedly-complete data logs, while repeatedly assuring me – and other users – that the downloaded logs were, in fact, as complete as they could ever be. This may suggest they still continue hiding part of their collected information from users to this very day, repeatedly and very knowingly violating the GDPR.

Furthermore, it should be reminded that my profile was both shadowbanned and paused since approximately May 3, 2025 – it had been banned for no reason, as extant logs prove. Neither could I contact anyone at all, nor could I do anything that would break any of Boo’s rules. But, in

spite of these evident limitations, around this same date in the middle of August my profile was upgraded from a simple shadowban to what is called in the industry a "permanent ban", even if *I literally couldn't have done anything – either good or bad – in all the previous months*. Extant logs prove there was no violation behind this malicious upgrade, presenting the company's *third* "just because we feel like it" ban against my account. And why was this new ban issued, then, you could be asking?



As seen in this screenshot[97], the system provided *four* reasons – "creating multiple accounts", "inappropriate messages", "inappropriate profile"[98], and "repeatedly violating terms". While I felt the first accusation was simply ridiculous – if I had, in fact, created *two* accounts, *it was only because they had never deleted the first one, despite my insistence on the subject* – I can openly admit I chuckled when I read the remaining ones, as you also may when you notice how general and completely non-descriptive they all are, contrasting with the requirements established in the DSA.

[97] In spite of the fact I habitually use Boo, and any other app, in English, this message appeared in Portuguese likely because I was in Portugal at the time. This is evidently a bug, even if a minor one.
[98] On this accusation, for the sake of full disclosure Annex VI presents my photos and full profile text from this time period.

However, said screen, displaying my “permanent ban”, also offered – likely by accident – the option to download my data logs. When I did so, I noticed the file was again smaller than before – direct proof that Boo had continued deleting my data even while a legal case was ongoing against them. This directly contradicts their own “Privacy Policy”, and reinforces the impression that Boo only respects any kind of laws when they directly benefit the company. More troubling still, at least one of the conversations relevant to this dispute had now also “mysteriously” disappeared from the log at hand. Convenient, but hardly accidental.

To the date of the writing of these lines I still haven’t received a copy of *all* my information collected by Boo (including the previously alleged “harassment” conversation, which they company may have altered by now), and I still haven’t received a copy of all past e-mails exchanged with their Customer Support staff, either. This apparently continues to violate the rules established in the GDPR, and Boo is the only company in the world which, upon this being requested from them, has ever denied me access to that data – and yes, I am still perfectly aware that one of said e-mails contains some data extremely damning to them, easily explaining why they don’t want me to access it.

Also, during this period of arbitration, the company literally changed its own “Terms of Service”, but did not update their “Last revised date”, which is *still* currently set to “October 23, 2022”. This change of a key legal document without warning any of its users (including me), is potentially illegal both in Europe and the US – it may constitute

contractual fraud? – especially since it suggests that the company may have surreptitiously altered their legal documents many other times in the past, and so the contract users accepted, when they signed up, is evidently no longer the same one they're currently bonded to.

A bit of a fun fact? Their changes to point "8" of said terms were very similar to the ones I myself had previously suggested, as originally mentioned in chapters 11-13[99], meaning the company was punishing me while still taking advantage of some of the information I had reported to them, an action which continues to this very day!

In addition, although I was only able to obtain this information too late for inclusion in the actual case, recent medical tests again proved that, barring my auto-immune disease, I am indeed in a near-perfect physical health condition. Given this information, a doctor at the local hospital also confirmed that the previous physical damage to my body – specifically, to my hands and feet – could have only derived from the extreme stress that was repeatedly being caused to me across this whole case. In fact, I had to be hospitalized multiple times, always for the same reason, which had never happened before or since.

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[99] An example deserves to be provided here. A version of their "Terms of Service" I saved on March 24, 2025, awkwardly stated that "[You will not] Any individual may be bullied, "stalked," intimidated, assaulted, harassed, mistreated, or defamed".
I had suggested, some months before, that this be changed to a more natural and understandable "[You will not] Bully, "stalk", intimidate, assault, harass, mistread, or defame any individual."
At some point between the aforementioned date in March, and July 19, 2025, this phrase was changed to say "[You will not] Bully, "stalk", intimidate, assault, harass, mistreat, or defame any individual." And yet, as of that date, and as of the writing of these lines, their "Terms of Service" still claim to have been "Last revised on October 23, 2022", which is completely impossible given the evidence presented here.

Now, the bulk of my case essentially relied on a bit of a complex problem for international arbitration – given the company's own choice of law in the state of Delaware, US, as stated in their "Terms of Service", would the EU's GDPR, DSA, and other local protective laws still need to be applied to the whole case? From the very beginning I would argue they needed to, given my location, since those laws are a *sine qua non* condition for a company to operate legally among users located in the EU. Said rights cannot be contracted away via any legal documents, such as Boo's own "Terms of Service". If this could be ever done, I am absolutely sure that an entity as powerful as *Meta* would have been able to do so in the past – but instead, *Facebook*'s owner previously faced heavy fines for not following laws such as these in their products.

And so… did I win the case? Did I lose it? I'm sure you'll be curious about it, but for me that was never the point. My goal was exclusively to attempt to hold Boo accountable – not just for what they did to me, but for what they did and continue doing to many other people. I wanted to be able to look myself in the mirror every single morning knowing I had tried everything I could to defend the autistic woman who seemed to have been banned for no real reason. I wanted to know that if I never again spoke to the woman who once confided her distrust in people, it wasn't because I stayed silent. I wanted to ensure that nobody else would ever face what this company had made me go through, as I am also trying to through the writing of this book. Whether I win or lose this arbitration – it was still unknown at the time I was originally writing these

lines – I can openly stress that I know this much: I genuinely feel I did and I am doing everything in my power to make the digital world a little safer for everyone.

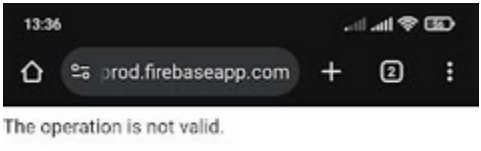
But the real verdict is not in a courtroom. It is also in your hands.

- **Regulators** must investigate Boo for alleged, repeated and very intentional GDPR and DSA violations – a process already underway, as a European national regulator recently confirmed it has opened a formal investigation based on some of the evidence presented in this book.
- **Lawyers** must recognize these cases for what they are: digital discrimination, consumer fraud, abuse of power, etc.
- **Users** must learn from this story and refuse to entrust their lives to platforms that promise safety but deliver harm.
- **The public** must demand that accountability is not optional.

If nothing changes, then the next victim could be you, or someone you genuinely care about. That is why I ask one thing of you: *never join Boo*. Avoid its products as you would poison, because their beautiful promises are the bait, and what follows is the deadly trap. The man who once stumbled into that ER in Cascais was a victim; the man writing these final words is a witness. The arbitration will be over by the time you read these lines, but as this book rests in your hands, the people's verdict is just beginning.

Finale – Did Boo Change?

This chapter is much more recent than all the previous ones, and finally concludes the "plot", if I may call it so at this point. A few days after arbitration ended, around October 2, 2025, my past content submissions returned to Boo's platform, showing literally anyone and everyone that my profile had come back from its "permanent ban" – and, in fact, some people told me they were even already liking my past posts once again. Its long-term Premium account was also completely restored, as evidenced by a small icon it presented publicly again. But, when I then tried to access the platform, I simply couldn't. I tried to use all my technical skills to resolve the problem at hand, but I repeatedly failed to regain any kind of access. So, I e-mailed both the company and their CEO (his e-mail address is publicly available, like many others in the same company), essentially stating the following:



"(…) 1- After having been recently unbanned, when I try to login in the app, I'm completely unable to do so. If I try to open the login link in the browser instead, I get the error message you can see in the attached screenshot[100]. Given that this problem only started occurring around the time I was banned, I assume it is related to it. Can you help me fix this

[100] This book reproduces the relevant part of this image a few lines above.

issue?

2- I previously had a different profile in your app, seemingly created before early 2024. Later, I requested that such old account be deleted. Can you please confirm me that the old account has (now) been fully deleted, once and for all?

3- I've requested this before, but obtained no answers. Under the GDPR, I want to request ALL information you have regarding my current and that previous account, including, but not limited to, a copy of all pasts e-mails I've exchanged with your company. Can you please fulfil this request?

4- Finally, and as easily seen in my downloadable log, your company currently has in its system 440 photos of my face, obtained during the initial verification process. I would easily understand if you stored 1-3 photos for security reasons, as it is industry standard, but the amount stored is baffling. Can you please delete most of them, and keep just the bare minimum, for evident security reasons? (…)"

This e-mail was sent to the company on October 2, 2025. I waited 48 hours for an answer, but none came. Then one week, two, and finally three weeks passed. I received absolutely no answers from Boo or its CEO during that period of time – and I stopped waiting. Meanwhile, so they couldn't claim they were all very busy, I also resorted to an old trick – I sent them a message via a completely different e-mail address on October

5, 2025, at about 6:38 PM. I quickly got an answer at about 8:07 PM – i.e. less than two hours later, clearing showing they were not busy at all.

Meaning, if *I* contact them, *I* don't receive an answer in over three weeks. If a completely *random person* does the exact same thing and *doesn't even have any accounts with Boo*, said person may get an answer in as little time as two hours. For me, this hardly seems to be the "single point of contact (…) to communicate directly and *rapidly* with them", established in Article 12 of the DSA, especially given how discriminatory it continues to be to this very day. But, much more importantly, the company had learned absolutely nothing from this whole process. **Boo didn't change now and certainly won't be changing in the future either** – but I'm sure they'll claim otherwise, given their two well-attested faces, alike of the Roman god Janus'.

But this story still has one final plot twist. 28 days after the e-mail reproduced above, the company *finally* wrote me back. Their (long) answer stated the following[101]:

"Hi Miguel,
Regarding your first point, please try the following steps:
For Android:

1. Open your phone Settings
2. Go to Apps

[101] This e-mail is reproduced here almost in full, omitting exclusively references to what happened during arbitration, for legal reasons.

3. Select Boo
4. Tap Set as default
5. Enable Open supported links

For iPhone (iOS):

1. Open your Mail app
2. Tap the button or link in the email
3. When prompted, select Open with default browser
4. The link will briefly open Safari, then automatically launch the Boo app

Regarding your third point, you may download your personal data via the app. Regarding your emails, we have reviewed our records, and note that much of the correspondence you refer to consists of email exchanges in which you were a direct participant and therefore already have copies of. (...)

Regarding your second and fourth points, we acknowledge receipt of your request to delete your account and/or personal data pursuant to the General Data Protection Regulation (“GDPR”) and the Digital Services Act (“DSA”).

As you are aware, you have initiated legal proceedings against Boo Enterprises Inc. alleging violations of the GDPR and DSA. The data associated with your accounts constitute relevant evidence in these

proceedings. Under Article 17(3)(e) GDPR, the right to erasure does not apply where processing is necessary:

- for compliance with a legal obligation, or
- for the establishment, exercise, or defense of legal claims.

Similarly, nothing in the DSA requires a provider to erase or destroy information needed to comply with legal or evidentiary obligations.

Accordingly, Boo Enterprises Inc. is legally required to preserve the associated data in a secure manner until the resolution of the pending dispute, including the expiration of the time to file a challenge to the arbitration award issued in AAA-ICDR Case No. (…). Once the proceedings have concluded, your erasure request will be revisited, and deletion will be implemented to the extent legally permissible.

Please be assured that any retained data will be processed solely for purposes connected to the ongoing legal proceedings connected with AAA-ICDR Case No. (…) and will not be used for any unrelated commercial purpose.

We trust this clarifies our position.
Sincerely,
Boo
Love,
Boo“

To end this one e-mail with both “Sincerely, Boo” and “Love, Boo” *at the exact same time*, along with the information which precedes those statements, perfectly displays the two-faced nature of this company, where *someone* addresses me as familiarly as “Hi Miguel”, and yet never provides their name, making any kind of accountability much harder. But remember – in spite of their words here, the company claims they “stand for love”… And so, my own (equally long) answer can and also deserves to be presented here, especially since it concludes this whole subject for me once and for all[102]:

“Dear Boo Staff,

I am writing to acknowledge your response, received approximately twenty-eight days after my inquiry — a stark contrast to the twenty-four-hour turnaround observed elsewhere by other users of your platform.

Your CEO, Derek Lee, publicly claims to "serve users" and create "hate-free spaces." My experience contradicts this entirely, among many others of his claims. Had your team simply admitted to mishandling my case, time and again, and simply apologised for how they're handling me and other users, rather than insisting on causing further harm, this could have been resolved long ago. Therefore, this is my final communication regarding these matters:

1. Platform Accessibility - Your technical advice regarding "settings" is misplaced. My background in QA allows me to confirm that at the time of my previous e-mail, your platform was experiencing a server-side 'failure'

[102] As above, this e-mail is reproduced here almost in full, omitting exclusively references to what happened during arbitration, for legal reasons.

that rendered it inaccessible across multiple devices. The issue was not my settings; it was your infrastructure, and that alone. Whether this has since been corrected is currently unknown.

2. Data Manipulation vs. Preservation - You cite GDPR Article 17(3)(e) regarding the need to preserve data for legal claims. This argument is hypocritical. Evidence clearly shows that the file sizes of your downloadable data decreased during the active arbitration, indicating that you deleted relevant conversation logs when it suited you. I reiterate my request for the deletion of my first profile. If you refuse, be aware that any future ban based on "duplicate accounts" will (…) be demonstrably caused by your repeated refusal to delete the unused first profile.

3. Right of Access (e-mails) – (…) You denied my request for e-mail copies by citing (…) and claiming I was a participant [in said e-mail exchange]. This is legally incorrect.
(…)
- "Participant" is not an exemption – The GDPR does not exempt data simply because the subject "was a participant." If you hold the data, you must provide a copy. Match Group and many others comply with this; your refusal is a clear obstruction of my rights.

4. Excessive Retention of Biometric Data (440 Photos) – You claim you must retain data for the "defense of legal claims." While Article 17(3)(e) allows for the retention of necessary evidence, it is subject to Article 5(1)(c) (Data Minimization). Retaining 440 biometric photos of my face is not necessary for the defense of any legal claim regarding terms of service or

arbitration. This is excessive, punitive, and constitutes holding my biometric data hostage. I again demand the immediate deletion of this excessive biometric data. If you insist on retaining it, you must provide a specific legal justification for why four hundred and forty separate images are strictly necessary for your legal defense.

Next Steps – Based on your repeated refusal to comply with [GDPR] Article 15 (Access) and Article 5 (Minimization), I am lodging two further complaints with the relevant Data Protection Authorities. I refuse to discuss this further. If you continue to harass me – either in your platform or elsewhere – and fail to rectify these violations, I will proceed with legal action in Portugal, further wasting my time, worsening my health conditions, and directly contradicting Derek Lee's public statements.

Sincerely,
Miguel Carvalho Abrantes"

"Harassment" – I now believe that word perfectly captures what the company had been doing to me – and many others – all these past few months. Clear and repeated harassment, as supported by three *reasonless* bans, along with other poorly-attested ones. This was likely so I would leave their platform once and for all, and perhaps even forget what I knew about the company and all of their past and current actions. But if there are indeed any "seasoned professionals (…) in the fields of mental health [and] behavioral psychology" over at Boo, they should have reported that such strategy would not work against someone with my conditions, who

would rather die than fail to do what is right – bringing this case to the public, for their own safety. And prepared to die I literally was, if it ever got to that. Perhaps these words may seem strange and hyperbolic to neurotypical users, but said specialists in Psychology would also be able to tell them that a common trait in individuals with Asperger's Syndrome is an heightened justice sensitivity and very significant care for others – and, at least in my own particular case, it definitely shows.

So… as I wrote the previous lines in the e-mail, and eventually managed to send it, my hands started darkening. I stopped feeling my feet. I had trouble breathing, my chest started hurting significantly, and my body repeatedly shook. I felt dizzy. I could barely stand. I had to take *Diazepam* and a very hot bath, as I had been forced to do many other times in the preceding months. I had to fight very hard not to be hospitalized yet again. I genuinely felt the price I paid for all of this had already been high enough. But let's leave it at that…

Postface – Three Days in Boo

The problem about writing this kind of book is that there is always a moment in time in which you must stop investigating and put down in writing all that you've found out. No matter how much I have written in the past, it is always a terrifying moment for me, because I fear that the very next day I may end up finding something earth-shattering, some previously unknown piece of information that may completely turn the whole situation upside-down. And, as I was about to close these lines, I genuinely felt I did – in a rather terrifying way.

I had to fight three technical issues, but eventually managed to get back into the platform. Why did I *still* go to Boo, after going through all this crazy adventure, you could be wondering? Only because I feel I have to continue trying to protect other users from the repeatedly absurd actions of Boo in their own platform, at least until they "decide" to meet all relevant international laws, or find another way to ban me *again* – and I will fight back *yet again* when that happens. Because… when you re-enter a platform and quickly spot a woman living in Florida, feeling lonely, and apparently even depressed, what you *shouldn't* do is precisely what Boo seems to have done – hiding her message from public view, so nobody will help her, making her feel even more alone around Christmas.

When I reentered the platform at the time, I quickly posted a completely harmless poem in English – you can read it at the end of

Annex III – and the company instantly censored it, making me jot down this occurrence. Equally inoffensive public messages from me continued being censored, here and there – and I also jotted them down. Meanwhile, underage people kept on using the platform (including some I had already reported before, and which looked even more child-like in new photos), comments insulting others remained, transphobia appeared right in front of my eyes, and some fake profiles were still repeatedly spotted all over the place[103]. I saw a video of a man naked in bed asking other people to join him, along with a woman's profile clearly mentioning "erectile disfunction", etc. I'm saving them all down for potential future use – because **absolutely nothing has changed!**

And then, it happened. In just about three or four days' time I came across a profile from Brazil by pure chance. All of its text was naturally written in the user's native language, but I must partially present its content in translation. **A huge warning must be placed here – the content you're about to read is very pornographic, truly repulsive, and for that reason sensitive readers are clearly and indisputably advised to skip the next paragraph of this book!**

This one profile presented a 42-year-old man's account under the name "Perverted Lean [Man]", who listed his personal occupation as "eating pussy of shy young women[104]", displaying from the very

[103] On the subject of said fake profiles, read Annex II.
[104] In Brazil, the word "*moça*" – which he employed in his original – is typically used to refer to a very young woman, one who already has her period but is still a virgin.

beginning a problematic interest in inexperienced people, who are usually easier to manipulate. His bio then mentioned topics like masturbation, stealing a woman's panties, biting her pussy, the aureola of her breasts, her tight ass, sex in a church, etc. His three prompts added even more pornographic ideas – putting his fingers inside her, ejaculating on her face, having sex in her parent's bed (again hinting at her young age), blowjobs, etc. If this is not unsettling for you just yet, his face could be seen in none of the four photos available at the time, his profile claimed he has children and wants more, and you could even find two children's drawings in it. I reported all of this once – and Boo did absolutely nothing about it.

I reported it a second time, now presenting even more precise reasons – "No photos of his face, his name also means 'Perverted Lean Man' in Portuguese – and I later noticed his claimed job is – and I quote the original in translation – 'eating the pussy of shy young women'." – and Boo still did nothing about it. So Boo's staff can't claim this horrendous situation never happened, I even recorded a video of it[105], where I was even at a partial loss for words, and I passed all the information I have regarding this man to authorities in Brazil, too.

When facing a profile that is arguably more pornographic than the works of the Marquis de Sade, in a platform where this likely-pedophile was potentially getting his access to minors, Boo chose to do nothing significant about it – as of the writing of these lines, this horrendous profile persists in the platform. His verification was (eventually) removed,

[105] Cf. https://www.youtube.com/watch?v=KXm8eN1zbcU&rco=1 .

and so he substituted all of his four photos for a single one, now portraying Santa Claus in a motorbike, further emphasizing his connection to young people, along with his implied pedophilic character. Through their actions, Boo seemed more worried with this lack of a real photo than with any of the pornographic content presented in his profile. These are the exact priorities that, right now, still lead Boo Enterprises to censor my philosophical thoughts on love and relationships[106], but not the presence, or potential abuse, of underage users. In fact, it should be recalled, yet again, that discussions on French Toast, the presentation of beautiful poetry, and even selfies in front of prehistorical sites are still punished day after day. **Welcome to the true world of the Boo Dating App, far away from the idyllic promises they repeatedly try to deliver in public – is this truly a place you'd like to be a part of?**

Yet this story cannot end on a note of bitterness, because this fight was never fueled by anger or revenge. It was, more than anything, moved by a very real hope for change, the same feeling that made me try to help them improve their product. Hope was what moved me, not for myself, but first and foremost for others. In fact, a very short story about it even deserves to be told here.

A few months before, I was sitting by a small water stream, recording a video to document the ongoing damage to my hands and feet. It was a grim task on a wonderful day, one I still remember very well. As I focused on capturing the evidence of my injuries, a flash of white fur

[106] Cf. https://www.youtube.com/watch?v=2vuHq8Ln1tc .

suddenly bounded into the frame. A beautiful and sweet dog, full of life, had appeared out of nowhere, completely surprising me. For a split-second, my camera caught not my injuries, but her joyful spirit, in a video that I still have, but which I have never showed to anyone. A brief moment later, a girl appeared. She told me the dog was named “Daisy”. We talked and laughed for a few minutes, until they both went away, and in that brief, sunlit interaction, the immense weight of the preceding months seemed to lift from my back. Later that day, I realized that moment was a perfect reminder of why this fight ever mattered to me, and why it should also matter to others. I was doing this for the autistic girl who deserved to be protected; for the young woman who found it hard to trust others; for “Kitten”; for that super sweet user who was unfairly banned by her haters; for almost everyone I had talked to in the platform across time; and for every single person who deserves to feel safe, both online and off. They are the world worth protecting, as I would also expect them to protect me if I was in need of their help.

This is my closing note. No matter what Boo or any other platform may do, now and in the future, we all have the power to demand better. It will take vigilance, it will take courage, and above all, it will take solidarity. A court or an arbitrator may deliver any ruling, but the real verdict is rendered by us – every time we choose which platforms to trust, which to abandon, and which to hold accountable for their actions.

-----// The End... Or “To Be Continued”? //-----

Annex I – Alleged Violations of the DSA and GDPR

This annex provides a brief summary of *some* of the author's documented findings regarding the alleged violations of the European Union's Digital Services Act (DSA) and General Data Protection Regulation (GDPR) by Boo and "Boo Enterprises, Inc.". The information below serves as a brief reference for the authorities and associations in the EU.

Notably, at the time of publication, a European Digital Services Coordinator has formally acknowledged these findings, confirming that the evidence provided is sufficient to justify a now-ongoing formal investigation into the platform's conduct.

Part A: Alleged Violations of the Digital Services Act (DSA)

The DSA regulates online platforms regarding content moderation, transparency, and user safety, aiming to combat illegal content and ensure fundamental rights.

Alleged DSA Article Violated	**Violation Type & Action**	**Documentation/Context**
Article 17 (Statement of Reasons)	**Failure to Provide Specific Reasons for Bans / Removal**	Repeated bans (including the "permanent ban") were often issued with vague, non-specific reasons, such as "inappropriate messages" or "repeatedly

		violating terms", making a true appeal impossible.
Article 20 (Internal Complaint-Handling System)	**Failure to Handle Complaints Effectively**	Ignoring official appeal e-mails for days and weeks, rendering the appeal system provided in their FAQ non-functional.
Article 23 (Measures Against Misuse)	**Gamified Reporting and System Abuse**	The "50 gold coin" reward system incentivized mass, often malicious, reporting that led to unfair bans (the "Revenge Report" and "20-times-banned" woman), indicating a clear lack of protection against misuse.
Article 12 & 13 (Points of Contact & Transparency)	**Discriminatory Contact Policy**	The company systematically ignored the author's official, complex communications while answering simple, throwaway account queries much faster, failing to provide a reliable, rapid point of contact.
Article 16 (Illegal Content Notification)	**Failure to Act on Illegal Content**	Allowing posts promoting illegal activity ("pyramid scheme"), death threats ("kill nazis"), and alleged **underage sexual content/minors** to remain on the platform for

		extended periods after being reported.
Article 25 (Platform Design Transparency)	**Deceptive Interface Design (Dark Patterns)**	Weaponizing the “photo verification failure” error screen as a covert means to shadowban users, gaslighting them into believing the fault lies with their camera or image quality.
Article 27 (EU Legal Representative)	**Failure to Designate an EU Representative**	The company does not have the required representative in the EU.
Article 5, 14, 18, 28 (Core Due Diligence Requirements)	**Systemic Non-Compliance**	These refer to general obligations regarding transparency reports, risk management, and overall compliance framework, which were consistently undermined by the platform's actions.

Part B: Alleged Violations of the General Data Protection Regulation (GDPR)

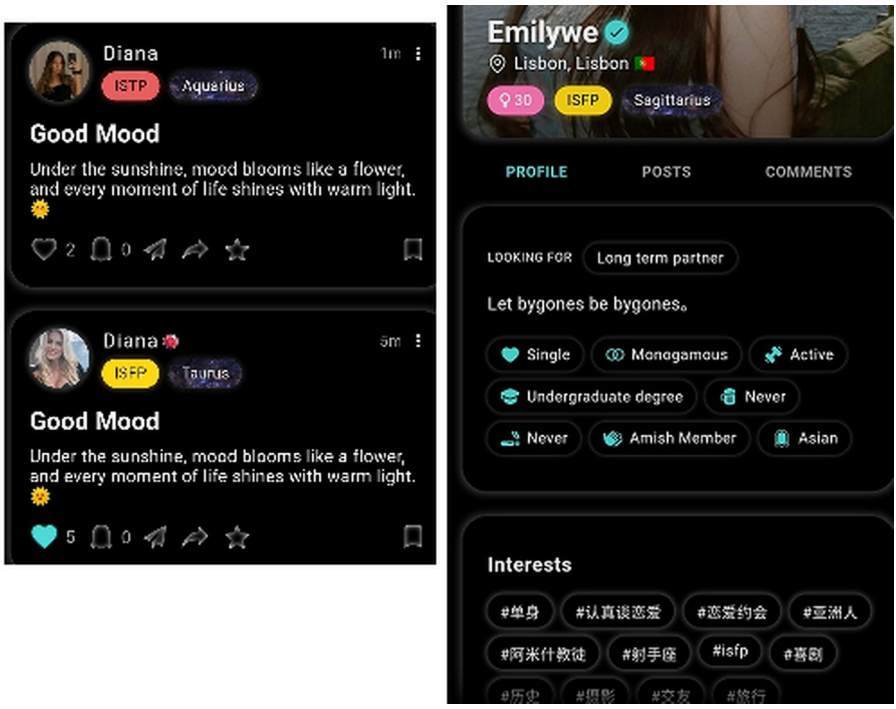
The GDPR grants individuals control over their personal data and imposes strict obligations on how organizations collect, use, and protect that data.

Alleged GDPR Article Violated	**Violation Type & Action**	**Documentation/Context**
Article 12(3) & 15 (Right of Access; Timeliness of Response)	**Failure to Fulfill Data Subject Access Request (DSAR)**	Ignoring formal requests for *all* collected data for over 30 days, and not providing all the data requested.
Article 5(1)(f) & 32 (Integrity and Confidentiality; Security of Processing)	**Active Data Destruction / Data Breach**	Logs shrunk repeatedly (*e.g.,* 499MB → 460MB) and files vanished during and after arbitration, violating the necessity to protect data integrity and constituting a breach.
Article 15(1) & 19 (Right of Access to All Data)	**Failure to Provide Complete Data / Evidence Tampering**	Repeatedly withholding critical information, including all past e-mails exchanged with the company, and conversation logs used to justify the "harassment" ban.
Article 22 (Automated Individual Decision-Making)	**Solely Automated Judgment (Bans/Moderation)**	Content moderation (poems, French Toast discussions, photos, etc.) was instantly removed or

		hidden without human review or the option to appeal the automated decision.
Article 17 (Right to Erasure)	**Failure to Delete Account Upon Request**	The prior account remained active or accessible despite a request for deletion, violating the right to have personal data erased.
Article 4, 5, 7, 18, 27, 37 (Lawfulness, Transparency, Data Minimization, etc.)	**Systemic Non-Compliance**	These articles relate to the legal basis for processing, transparency, accuracy, and designating a proper EU representative, all of which were consistently questioned by the company's conduct.

Annex II – Fake Profiles in the App?

If you read *real* reviews of Boo Enterprises' product posted across time around the internet[107], you will notice they frequently mention the presence of *many* fake profiles in the platform. Although the purpose of this book was never that of presenting *all* the flaws of this product (or I would have presented readers with an enormous listing of *all* bugs I found there, including some that ended up never being reported), I should stress I personally confirmed, over time, the existence of a very significant number of such fake profiles. To begin, two examples can be presented here, through screenshots:



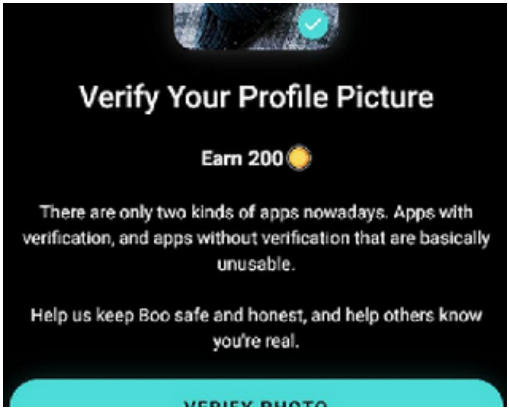
[107] E.g. https://www.trustpilot.com/review/boo.world .

In the first of these you can find two women, both named “Diana”, posting the exact same inspirational quote in the same section of the app in less than five minutes. Not a single character changes between the two, including the “sun” emoji at the end. In the second image, you can find an Asian woman, supposedly named “Emilywe”, with a strange one-line profile text, claiming to be living in Lisbon, being part of the Amish, and presenting her interests in Chinese – something especially curious since she claimed, in a lower section not visible in the image, she only spoke the English language. In both cases, anyone taking context into account would easily notice at least two of these profiles can’t be real – yet, all three were “verified”, or they wouldn’t have been able to post in the app at all. How can this be explained? To answer that question, a few important elements must be taken into account.

First, at least as early as November 6, 2024, I informed the company of the following major bug – “I’ve spotted some profiles which are verified but have no photos of their face. Although I decided not to waste much time trying to do it myself [at the time] (…), this problem definitely exists (…)”

This means that a real workaround exists to their verification process. In a nutshell, if – at the time – you verified your initial photo, and then switched another to its place, the system would not require you to re-verify the new one. Similar apps tend to do this when you change any photos, but for some reason Boo decided not to do this at all. At the time of said report the company replied, and I quote, “Verified profiles missing face photos (…) are being looked into.” A year later, the whole problem

still subsists, in spite of being a very significant security bug, and endangering all of those who believe that Boo's "verification" is truly reliable. And, in fact, the company publicly advertises its verification as such; their in-app messaging includes statements such as "apps without verification are basically unusable", while suggesting their own system helps "others know you're real" – when, in fact, it really doesn't.


Verify Your Profile Picture
Earn 200
There are only two kinds of apps nowadays. Apps with verification, and apps without verification that are basically unusable.
Help us keep Boo safe and honest, and help others know you're real.

Their claim of reliable verification is easily contradicted by their staff once having accused me of using AI photos even after my profile was verified – thereby suggesting that fake photos can pass verification. So, literally any "verified" profile you see in the platform may always be fake, unlike Boo misleadingly and repetitively tries to assure their users.

Second, across time I noticed a significant number of clearly-fake profiles – "Emilywe"'s a perfect example – with the common element of ties to Chinese language. In fact, contacting one such profile – who claimed neither to be from that country, nor speak any Chinese, but inexplicably had its interests written in that language – the person showed herself familiar with Daji – a fox-woman from the XVI-century local

novel “*Fengshen Yanyi*”, a kind of knowledge which would be very unusual in foreigners, especially in all the cumulative conditions at hand. Said profile was clearly a scammer (and I reported it), but many others, often with the exact same kind of conflicting elements, still exist there to this very day. Previously, they featured AI-generated photos where the person’s face was never clearly seen, and recurrently displayed significant wealth, among other shared aspects. One such profile claimed to me they were the owner of a large hairdresser chain in the UK, but added they had actually made most of their wealth investing with their brother in cryptocurrencies – an amusing story, but one with common tell-tale signs of a scam profile.

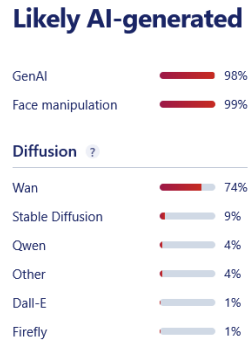
Third, I repeatedly reported profiles like these to the company, knowing fully well they just couldn’t be real, and they were never removed, showing a real disinterest by the company in dealing with these major security problems, while instead and repeatedly wasting their time punishing users who reveal any public knowledge of cases like these. In fact, albeit clearly incomplete, my log of reports still presents many examples of reports of such cases. I can present three here:

“[1]- How is her profile even verified if there is no real photo of her face?!

[2]- As you can easily see, this profile photo is verified but it is a fake one, a face of a man on Wednesday Adam's body.

[3]- This is a profile, from a set of many, which are fake. They all feature a single photo, western name, Chinese as a language, and a list of likes only in Chinese.”

Some of these profiles remain active in the app to this day, and I even took my time to record a video displaying a few of them[108], where you can see, with your own eyes, that reporting such fake profiles, no matter how simply it is done, does nothing to remove any of them. At the same time, even a quick look in *Sightengine* – a system which helps identify fake images, and how they were supposedly generated – not only easily reveals that the photos used were AI-generated, but also that they were created through the "Wan" diffusion model, which appears to be especially popular in China given its open-source component. In this context, let's all believe that the fact Derek Lee, Boo's CEO, previously interned for a local company which develops AI and AI-generated content (among other products), is a mere coincidence and nothing else.



But please think about all of it for a moment – if I, *only by myself and in way less than a week*, managed to find trends among fake profiles that continue to this very day, and just by looking at *one* photo instantly realized a profile was completely fake, why isn't a much larger company removing them with equal ease? Unless they don't want to…? I feel that's

[108] Cf. https://www.youtube.com/watch?v=F6Ep4BXdeGk .

indeed the case, and I can even attempt to prove it to readers, apart from the evidence already presented above.

On April 20, 2025, another user posted about the same problem at hand[109], asking others the following question – “These people (?) with Chinese interests keep mess[ag]ing me. Anyone else having that also?” His question prompted me, at the time, to reply with the following words – “Yes, these are fake profiles. Boo is aware of this problem, I told them a while ago.”

However, if you check the exact same post right now, my comment is completely censored from public view[110]. The company could try to claim this was just a small AI-moderation mistake, a mere accident, but since they have to review all said moderated content manually – or they’d be in clear violation of laws in the EU – this indicates the public message at hand, exposing a widely-known issue with fake profiles, was censored by an employee of Boo… and so, the company can’t deny knowing about it – instead, they simply chose, and continue to choose to this day, not to act efficiently on the whole problem.

Furthermore, in an e-mail dated November 6, 2024, I suggested that there should be a way for people to see when other random users have last logged in. The company called this a “great suggestion (…) [they] would love to add (…)”, but never followed through with the idea.

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[109] Cf. https://boo.world/pt/u/profileadvice/xg7cq8/chinese-these-people-with-chinese-interests-keep .
[110] Cf. https://www.youtube.com/watch?v=F6Ep4BXdeGk .

Although such feature would greatly benefit all users, it would also generate a major issue – people would easily be able to spot that a significant number of users in the platform are completely inactive, rendering useless the company claim they have “millions” of users. I know this because I have friends who previously used the app, tried to delete their profile, later even uninstalled the app from their phones, and yet… their profiles were still displayed to me for a significant amount of time, and chances are that others were liking said profiles. In fact, the company’s repeated disinterest in truly deleting my first account hints that it may still live somewhere in their system, people may even be liking it through time, and yet I have zero access to it.

Cases like these prove the company has to be perfectly aware of the problems at hand, but for some reason refuses to fix them. Doing so, in many of the cases at hand, would be as simple as setting two filters for the common elements used in many of those fake profiles (e.g. interests in Chinese plus claims they don’t speak such a language), which is not exactly a rocket science type of issue (I could do it in less than a day). The company’s repeated unwillingness to act suggests these fake profiles may even be a way for them to artificially increase their number of users, with the single post recurrent in many of said profiles further suggesting the existence of a “registered and posted at least once” internal metric. In fact, do recall that if you visit their website without being logged in, they proudly state they have “50.000.000+ Downloads”, without informing potential users of how many of those are just completely fake profiles.

Annex III – Evidence that Boo is AI-moderated

When I presented my case to arbitration, I deliberately chose not to feature *all* the evidence I had collected across time. I felt nothing good would ever rise out of, for example, presenting both the company and the arbitrator with dozens of profiles from children, a significant number of naked men, spam content advertising social media pages, etc. Some of the information I decided not to present included a significant corpus of evidence that Boo's entire product was extremely reliant on AI, including repeated moderation without the EU-required sufficient human oversight. A few examples of the information collected on this specific point deserve to be presented here.

If one explores the complex net of sitemaps of Boo's website, some information that is usually not seen by the public is presented there, from, for example, pages with internal information which appear to have been posted online by sheer accident, to articles written by AI, with AI-generated images, which in some cases even make very little sense[111]. Although this does not appear to be illegal in any way, it is significantly misleading – if you click the article attributions, usually presented as having been written "By Boo", you'll be taken to a page where you're informed that said articles are allegedly written by "a multidisciplinary group of seasoned professionals with over 40 years of combined

[111] E.g. https://boo.world/pt/resources/niche-dating-how-to-meet-hot-portuguese-guys , https://boo.world/pt/resources/niche-dating-how-to-meet-hot-mexican-girls , among *many* others.

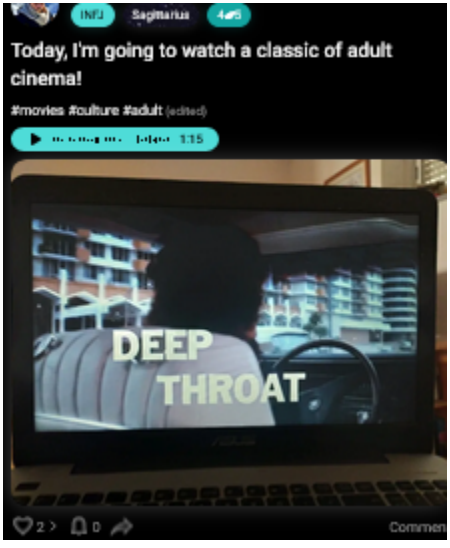
experience in the fields of mental health, behavioral psychology, personality assessment, and interpersonal compatibility." This is far from true, as evidenced by the fact that some of the articles can be recognized as AI-generated through some expressions that no real humans would ever use, e.g. "música fado" being one of my favorites when it comes down to Portuguese culture.

If this would be mostly okay, excluding the fact they claim for themselves experience they don't really seem to have – or, otherwise, they would have handled my case very differently, knowing about my health conditions, and that the added stress they were repeatedly causing me could have killed me. However, the fact they are resorting to AI-moderation without sufficient human oversight is apparently illegal under Article 22 of the GDPR – and I can prove they are doing so.

On February 10, 2025, I got home and decided to watch a movie. I posted about this on Boo's platform. This post was available for some minutes, two people even "liked it", until – for some reason – it was completely removed from public view. The movie's title will be disclosed in just a moment, but the audio recording presented along with this post deserves to be transcribed here in full, with almost all the nuances of the actual recording:

"Hey everyone. You know, I think… sometimes, people think that… watching, let's say, very high-brow movies, reading classics in the original language, listening to classical music, and all that, is something that

someone very cultured should do. Well, I believe that people should… should explore all aspects of human culture, and so today I decided to watch this one movie, which is a famous classic of adult cinema. I… I obviously know, from popular culture, I know about some sections, I know the plot and all that, but I'm particularly curious to see if the movie is any good or not... if it is an interesting movie. I always heard it is a bit of a comedy, but we'll see. We'll see, if… if it is any good or not. Has anyone, by the way, ever watched this movie? What did you think about it? Can I ask you?"



As you can easily see, absolutely none of this content violated any real rules of the platform. However, this movie is also arguably the most famous production of adult cinema ever made[112]. Now, a human being would be able to check all these elements and see there was absolutely nothing rule-violating in my post at all, but an AI system would look at

[112] Although I did not particularly enjoy the movie, that element goes beyond the current point. I merely wanted to see it for cultural reasons, and to be able to discuss it with others when prompted to.

the image presented above, see the title card, look up information about the movie itself, and likely spotting it is an adult one, it'd remove my post from public view, as it did. If any real human being had subsequently reviewed this automated decision, they would have realized that in spite of movie's title, there was absolutely nothing wrong about my post – and it did not deserve to be omitted from public view as it was.

The exact same thing happened with censored poems, part of my discussion on the origins of French Toast, or my selfie in front of a prehistorical monument, among many other harmless pieces of content. Regardless of the automated decisions made about any and every of these publications, a human being should have reviewed said removals manually, and legally-speaking should have told me what was so "wrong" about that content… but nobody ever did, or evidently the content wouldn't have been kept from public view up to the present date, many months after they were originally posted.

Therefore, it makes perfect sense to allege that no human beings ever verified Boo's automated decisions, which seems to violate EU law. It is allegedly violated not only in the way presented above, but also because, under the DSA, I should have always been provided with the now-habitual "clear and specific statement of reasons" for any kind of removal of content submitted. I wasn't, and a listing of some other past incorrectly removed posts[113] also deserves to be presented here:

[113] To present all the incorrectly removed comments, like the ones on French Toast, would be too time-consuming. Unfortunately, I have to omit that data here.

Originally posted in...	Title	Content
https://boo.world/u/boo/ddmzVQ/going-back-home-filled-with-meds-thank-you-boo	Going back home filled with meds. "Thank you", Boo, and the doctor was kind enough to attest the result of your actions!	A photo of me, heavily medicated and wearing a Covid mask, in front of the local hospital's ER.
https://boo.world/u/boo/rdyu5i/thank-you-boo-again-for-this-hospital-trip	"Thank you" Boo, again, for this hospital trip.	A six-second video of me in the hospital ER, where one of the blue chairs can be spotted.
https://boo.world/u/boo/5wZTNx/thank-you-boo-for-sending-me-to-the-hospital-once	"Thank you", Boo, for sending me to the hospital once again!	A photo of another of the hospital's waiting rooms, and a 16-second audio clip recorded on location.
https://boo.world/u/books/fCok5D/um-poema-para-todas-as-mulheres	Um poema para todas as mulheres	The aforementioned poem in Portuguese.
https://boo.world/u/photography/FL2aRd/an-homage-photo-there-was-once-a-girl-here-who	An homage photo!	The aforementioned selfie in front of a prehistorical monument.
https://boo.world/u/movies/ypdNRb/today-im-going-to-watch-a-classic-of-adult-cinema	Today, I'm going to watch a classic of adult cinema!	The content already mentioned above.
https://boo.world/u/pokemon/sdw1qX/a-good-question-is-lopunnyslutbuni-based-on-the	A good question - is Lopunny/Slutbuni based on the Playboy Bunny or not?	A Pokemon-related question, containing a GIF of the creature at hand.
https://boo.world/u/	A Poem for Everyone,	(Reproduced below)

boo/1zLYbQ/a-poem-for-everyone-on-my-temporary-return	on my temporary return

This last poem, a kind of gift posted after arbitration ended and which I already alluded to in a previous chapter – meaning, the company already knew that what they were doing could violate the DSA – deserves to be published here, so all readers can truly judge how "rule-violating" this piece of content really is:

"Before the first word learned its meaning,
before the sun discovered how to rise,
there was a quiet promise in the dark
that something tender wished to be alive.

It learned the shape of breath from ocean waves,
borrowed patience from the waiting stone,
and stitched the sky with unnamed constellations
so loneliness would never feel alone.

Every heart was taught to break gently,
like light through leaves or snow through air,
so pain could enter without staying,
so love would always find a way in there.

Time, embarrassed by its own passing,
slowed to watch a child laugh at rain.
Even sorrow bowed its heavy head

when joy remembered its true name.

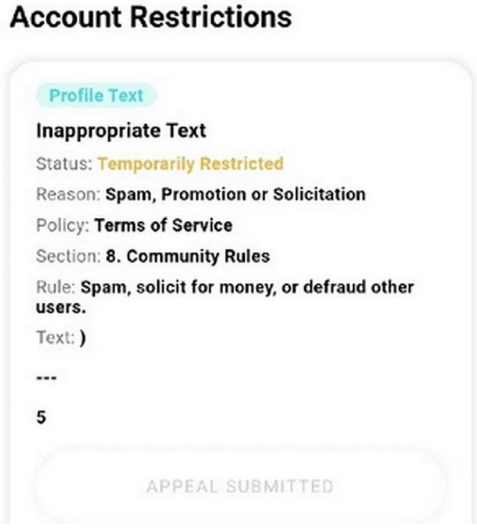
You are not separate from this miracle.
You are the place it chose to stay.
The dust of stars, the hush of prayers,
the courage it takes to greet the day.

When you leave, nothing will be missing.
When you arrive, the world is new.
Infinity is not somewhere else—
it is the quiet fact of you.

And when the universe grows tired
and folds its light back into sleep,
this poem will still be breathing softly
in every love you dared to keep."

And this, for reference, is the kind of extremely problematic content – and I'm naturally being ironic – the Boo staff considers so utterly offensive and rule-breaking that cannot be allowed to inhabit their platform in public. What's next… a book burning event sponsored by the company, while half-naked men openly parade their sexual photos around the whole scene? It wouldn't surprise me, in the context at hand, since I informed the company about these problems more than once, and absolutely nothing was done about them…

In fact, as I was just about to finish the editing of this book, I was shown an interesting screenshot, displaying a new system which the company now appears to be introducing to its users:



As you can see in the image, this person was accused of having "Inappropriate Text" *in their profile*, under the form of "Spam, Promotion, or Solicitation". So far so good, but then the system presents the alleged violating content, composed solely of three different characters - ")", "---" and "5". How exactly these characters, or even their combination, actually constitute any kind of "Inappropriate Text" remains unknown, but they effectively led to a temporary restriction to the user without human review. We can be sure of this because any human being would be able to look at this screen and say, based on all the information at hand, "Hum… yeah, this report is stupid and makes no sense." – such failure shows the profile at hand was only read by one of the dumbest AI algorithms I can think of.

Annex IV – Evidence of Data Tampering and Illegal Omission by Boo

You may also recall, based on the chapters of my story, that I tried to collect as much data about what was going on as possible. I was extremely systematic in obtaining and synthesizing such data, until I eventually noticed that something truly unusual was going on. In literally every app and website I've ever known, the data they collect from you only adds up. Meaning, if across time they collected 30 phrases of text from you, they have the potential of collecting one more and making it 31, but they will never "lose" one unless you delete it yourself, or something less good takes place. For this reason, if you request two data logs from any company, the most recent is habitually never smaller than the preceding one, since you're adding more data to it across time. But now, let's give a look to *some* of my data logs collected from Boo's app:

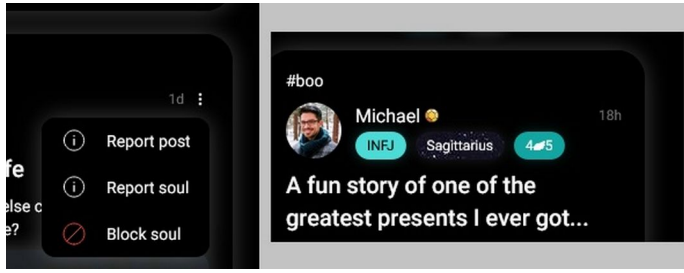
Log Date:	**Overall File Size:**	**Files in Main Folder:**	**Files in Media Folder:**
19-12-2024	91 MB	37	692
22-03-2025	423 MB	37	1611
31-03-2025	417 MB	37	1606
24-04-2025	396 MB	37	1552
03-05-2025	499 MB	37	1846
04-05-2025	460 MB	37	1708
15-07-2025	432 MB	38	1615
14-08-2025	427 MB	38	1599
07-09-2025	406 MB	41	1587
16-12-2025	472 MB	41	1494

There are some very interesting points which can be gathered exclusively by looking at each of the columns of this table. Regarding the first one, “Log Date”, these logs were often generated some time apart, but if you look closely I obtained two during the month of March 2025, and two more during May 2025. Given the close proximity of dates, their file sizes should have been retained or increased, but instead they both decreased in an unexplained way.

On to the second column, “Overall File Size”, as their product collects more data on you, the size of logs should naturally increase across time. However, not only are the sizes very inconsistent, but when I was unable to access the platform – do recall I was “permanently banned” in mid-August 2025, and only accessed the platform again on December 2025 – the file sizes first went down, and then went all the way up. How is this possible, if I didn’t access the platform, in any kind of way, during that specific period of time? How could they have collected any additional information when I was supplying absolutely none to the platform? This makes no real sense, and strongly suggests the content of said logs has been tampered with.

Now, the fourth column, the simplest of these, easily shows that the company repeatedly deleted my personal files across time, including during the arbitration period, when it shouldn’t have done so without my permission or directly informing me – which they never requested, nor

ever told me about. In fact, said removal during an arbitration period even violated their own legal terms. In addition, one comparing files between two logs will even notice they are intentionally confusing – e.g. file “322” is an image in a specific log, and a sound recording in the next.



And it gets stranger – by the time I’m editing these lines, the company removed my ability to edit or delete any content published in public[114]. As you can see in the previous image, posts and comments of others have three dots in their upper right corner, allowing users to report content (if it is not our own), or edit/delete it (if it is our own). My own content, my public posts or comments, now completely lack that option – I still have it in private messaging, for the time being. This makes it completely impossible for me to edit or delete any public content – but it also assures readers that if anything is being deleted from my account, it’s exclusively by the company itself. You be the judge of why they took away this option from me, while still retaining it for all other users.

But, finally, the most important of all those columns is the third, the number of “Files in Main Folder”. The log used to have 37 files, but at some point between May and July 2025 – during my arbitration period –

[114] I also cannot record audio messages any more, but that’s a secondary point here.

they were conveniently raised to 38. A new file appeared there, named “post_reports.json”, which listed what posts I reported to Boo between the dates of "2024-10-06T01:14:22.239Z" and "2025-05-02T17:26:36.209Z". Do notice that, if they already had this same data available back in October 2024, when I requested *all* my app data this file should have been provided to me – and it repeatedly wasn’t, representing information the company had on its users but intentionally – and illicitly – omitted from all their downloaded files.

Between August and September 2025, three more files appeared in said downloadable logs – “boost_purchases.json” (empty in my case), “stripe_data_export.json” (of little importance in the circumstances at hand), and “reports_received.json”. This third file is immensely relevant, because not only does it preserve data as early as "2024-10-19T03:02:42.978Z", showing the company had already access to it almost a year earlier, but they had also repeatedly omitted it from my requests of data logs, showing that, time and again, they assured me their logs were complete, when they really weren’t.

This one file, “reports_received.json”, contains a listing of all *reports made against my account across its existence*. Each sequence provides the date and time, the reason for the report, and its status – “dismissed” versus “verified”, referring to whether the violation was manually confirmed or not. So, here’s such listing for my account, in its complete form:

Date and Time:	**Reason:**	**Status:**
2024-10-19T03:02:42.978Z	Other	Dismissed

2024-10-21T19:43:20.726Z	Spam, Inappropriate Profile	Dismissed
2024-10-25T02:16:42.613Z	Spam	Dismissed
2024-11-02T01:09:52.978Z	Other	Verified[115]
2024-11-11T19:25:28.423Z	Other	Dismissed
2024-11-21T22:52:44.394Z	Catfish/Scammer	Dismissed
2024-12-21T02:09:59.508Z	Catfish/Scammer, Spam, Inappropriate Messages	Dismissed
2024-12-29T00:22:59.538Z	Inappropriate Profile	Dismissed
2025-01-19T14:45:42.055Z	Other	Dismissed
2025-01-22T10:17:20.125Z	Other	Dismissed
2025-02-14T17:17:20.157Z	Catfish/Scammer	Dismissed
2025-02-23T02:05:55.619Z	Catfish/Scammer	Dismissed
2025-03-20T17:51:33.117Z	Underage, Inappropriate Profile, Spam, Catfish/Scammer	Dismissed
2025-03-20T20:48:43.595Z	Catfish/Scammer, Spam	Dismissed
2025-03-21T21:23:28.375Z	Catfish/Scammer, Other	Verified[116]

[115] This date corresponds with the alleged “Nudity / Sexual Content” report, but do notice that it wasn’t reported as such, strongly supporting the idea that such specific reason was just a false allegation against me.

[116] Do notice the two lines above, attesting to the fact a certain “someone” was repeatedly reporting me just to try to get me into some kind of trouble.

Do note that whenever the status of a report about me was considered as “verified”, the reporter always claimed an “Other” status, because I had done absolutely nothing that could go against Boo’s rules, and so they had to find some kind of workaround to attempt to punish me in some way. And, in two of those cases, this absurdity really worked… but, at the same time, since this data is just presented to me as “Other”, it does not constitute “a clear and specific statement of reasons” for the moderation of my account. Meaning, if the company banned my account a total of seven times, only two of said bans had any kind of “support” (if we may even call it so), and in both of them Boo failed to provide me with the legally-required “clear and specific statement of reasons”, attesting that absolutely no bans of my account ever followed the law. This is an absurdity, especially if it is taken into account that *two* potentially negative messages, among over ten thousand, would be far from a problematic case, unless they expected me to be perfect.

In fact, this “reports_received.json” report, which the company had in its internal possession at least as early as October 2024, but which they were illegally hiding from all users until the period of time in which I took them into arbitration (and I only ever saw it after that legal process was over), completely shows the absurdity of Boo’s repeated accusations against me and many others (for another example, see the next annex in this sequence). They couldn’t show me the alleged “Hate Speech” violation, the “Nudity / Sexual Content” one, or literally any others, because they never existed. When they did “exist”, like in the last three rows of the table above, a real evaluation of its content would easily

disprove any kind of malicious wrongdoing from me. Quite the opposite, I was the victim, and the company sided with my aggressor!

All things considered, it is *now* known that Boo indisputably and systematically omitted from downloadable logs information they had on all of its users – which, without any kind of doubt, crassly violates the GDPR. But, if that's not shocking enough, they also failed to provide me with the "statement of reasons" mandated by the DSA, likely because they had no real reasons to present at the time, which must show to all readers that this company is banning some of its users just because its feel like it – and this, at least in my case, even seems to constitute repeated harassment, under the Portuguese Penal Code. And, if in the US the company's Terms of Service do seem to allow them to ban users "just because", in the EU laws such as the DSA apparently forbid that from happening – bans must have real reasons behind them, and mine never did.

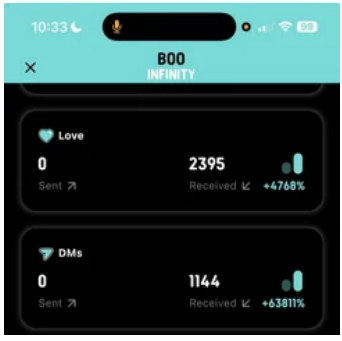
Annex V – A Log From the Woman Banned 20+ Times

This past user of Boo – she has since been banned for "repeatedly violating terms", which should be recalled was also one of the very vague reasons alleged for my "permanent ban" – was kind enough to allow me to access her "reports_received.json" file and use part of it here. If mine was fairly simple, and could even be fully reproduced in the previous annex, hers is shockingly long, and I would be unable to present it all here – so, a brief summary of two moments shall serve as examples.

Between the specific dates of March 11 and 16, 2025, she was repeatedly reported for "High Risk", which, if you still do not know what it means, is *usually* claiming this person is doing something so extremely bad that they must be removed from the platform right away (e.g. presenting itself raping an animal, or murdering someone). Whether these accusations against her were true, or not, can be seen through the following information – the reporter, whoever they were, in the time and date "2025-03-16T13:4X:XX", just in under 30 seconds accused her of this specific violation many, many times – at 46:38, 46:40, 46:46, 46:52, 46:57, 46:59, 47:01, etc. To anyone who has any kind of intelligent human brain, these were all evidently malicious reports against her. The company could *and should* have stopped all these reports against her at the time, they should have clearly punished their malicious perpetrator, and yet the one being punished was the victim itself.

Another example. Just around the date of November 6-7, 2025, she was reported for as various reasons as “Catfish/Scammer”, “Inappropriate Profile”, “Other”, “Spam”, “Underage”, etc. Again, the company should have acted directly against those who were maliciously reporting her profile for all of these various reasons, and Boo again chose to look the other way, or the whole thing would have stopped once and for all. This constitutes, without any kind of doubt, an endlessly repeating sequence of malicious reports against *one* user, a woman, and the company still did absolutely nothing about it, when – yet again – they should have instantly banned the malicious actors involved in this situation.

Now, you could be wondering why was this ever happening to her. I myself wondered about it, and even casually joked about it with her. In reply, she was kind enough to offer me a potential theory, along with some evidence for it, which can also be presented here:



This initial part of her profile stats – do notice she was *a paying user, repeatedly barred from using the platform because of the endless malicious reports made against her* – shows that at least 2395 people liked her profile, and at least 1144 of those tried to send her an initial

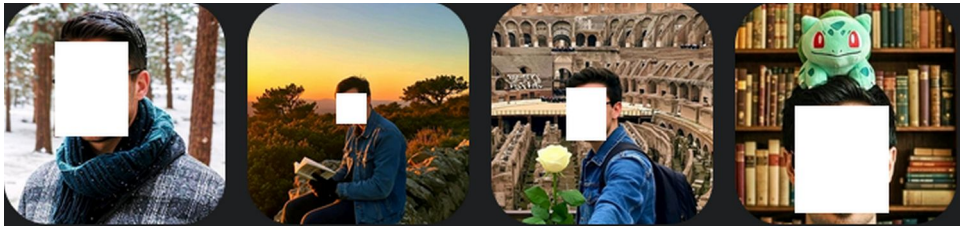
message. In return, she never liked any profiles back, and she didn't send any initial messages to anyone either – it seems she was just in the app to talk to other people *in public*, an idea she explicitly confirmed to me. As it is widely known, some people get really aggressive and malicious when they feel rejected. Since she is an attractive woman, and the way she acted could have been interpreted as a rejection by *many*, they tried to have their revenge in any way they could. Again, the company should have repeatedly intervened in this whole situation, should have placed her profile in some kind of "protective bubble" safe from these fake reports (or did they really believe she was "Underage"?), they should have banned those responsible – and they didn't, or this whole thing would have stopped months ago.

Instead of ever protecting her, the company later decided to ban her. Why, you could be wondering? Very likely for the same reasons they wanted to ban my own account – given the extreme nature of what we both went through in the platform, it was much easier to attempt to silence us both, claiming all kinds of vague violations (like they did in my case), than risk the chance that other people could hear about this horrendous case, which certainly has to raise a lot of questions about how women are treated – and not protected from abusers – in Boo's app. This case easily shows how unsafe they are in the platform, because all it takes is one disgruntled user and their account will be repeatedly banned, while the company simply looks the other way – instead, based on the DSA, they should have, at the very least, disabled the reporting capabilities of the malicious actors, and they didn't, or the whole process would have ended

long before it got this insane – and I can't stress this point enough! So, one more time, and following their now-typical trend, Boo sided with aggressors rather than victims – does this place seem safe to you, especially if you are also a woman?

Annex VI – My Profile Text and Photos

As you may still recall, at one point in time the company accused me of having an "inappropriate profile" (whatever that is supposed to mean, in its immense broadness). Therefore, I openly invite all readers to judge my profile on its real merits, as it was presented to other members at that specific point in time[117]:



My first photo was a lateral head shot in the snow (83% facial comparison match with a casual photo taken at home). The second – the order is inverted in the images above – presented me offering a white rose to the camera inside the Colosseum (75%, likely due to the presence of facial hair). The third was one of me reading in the middle of nature at sunset (82%), while the last was a frontal head shot with a stuffed Bulbasaur placed over my head (85%).

Now, my bio contained the following words:

"Award-winning author, seeker of wisdom, and Bulbasaur picker. I'm passionate about forgotten books, ancient myths, psychology, mysticism,

[117] Evidently, and as already mentioned before, my face was perfectly visible in the original photos, but it is omitted here for privacy reasons.

theology, and the beauty of art (among many other things). Sweet at heart, genuinely unusual, and always up for a good laugh. My happiest moments? Interesting conversations – whether on a park bench, a forest rock, or over dinner in a quiet corner. If you love life's quirks and treasure meaningful connections, let's see where the conversation takes us."

My three selected prompts contained the following text:

"[First one:] I see life as a canvas, one to be painted with curiosity, kindness, and connection – always striving to grow, explore, and make the world a bit brighter.

[Second one:] I've traveled far and wide in search of meaning – from living in a forest cavern to almost becoming a full-time monk, my life has been a journey of stories, books, and unexpected adventures. What's next? We'll have to wait and see…

[Third one:] You love conversations that last into the night, spontaneous adventures that leave you breathless, tons of laughter, and finding magic in life's quirks. If Myths, Art, and Literature also fascinate you, and you dream of a partner to explore hidden gems with, we might just be the same kind of weird."

Essentially, this was all that people could see and read in my profile at the time of said ban. How truly "inappropriate" this profile is, that's something I now leave up to the readers' judgment, especially if they compare it with that of the "Perverted Lean [Man]" – which is still up to the day I'm writing these lines.

Annex VII – Potential Questions for Contemplation

This case may raise a significant number of questions the author is still unable to answer, and which deserve to be contemplated for a better understanding of Boo and "Boo Enterprises, Inc." past and current actions. Although their real interest may certainly vary from one reader to the next, here are some the author itself considered important:

1-- What is the company trying to hide by not providing the author with access to *all* past e-mails and a *truly complete* data log?

2-- The company is certainly never going to admit to any kind of discrimination. So, how would they explain their quick change of behavior when the author asked for a simple accommodation?

3-- At the same time, if they were not discriminating, why do some extant e-mails show they repeatedly ignored all of his relevant health conditions?

4-- How many more users of the app are currently shadowbanned without knowing so, and why is the company still allowing them to purchase and/or use premium items that do absolutely nothing for them?

5-- When Boo asks any users to remove some photo(s) from their profile, why are they not explicitly stating which one(s) violates the rules and for what reason(s)?

6-- May the author, in his repeated attempt to protect others, and given his extensive findings across time, have put some kind of bullseye on his back, while using this app?

7-- The company openly admitted they were using "Groq (...) to help evaluate conversations effectively" – could it be one of the roots of some problems disclosed in this book, and how?

8-- Why did Boo create a system which makes it possible for people to delete information from the downloadable logs of others? Is it an intended strategy to hinder legal accountability, or something even more nefarious?

10-- The company would never admit their “verification” system is weaponized, but how would they try to explain all of the author’s repeated findings regarding that subject?

11-- If photos always matched the author’s face well, as scientifically attested through face comparison algorithms, why did the company at one point in time select that specific pretext to keep him off their platform?

12-- The company would never admit to stonewalling users, given the legal implications. So, why did a member of their Customer Support team left the chat as quickly as it verified the author’s e-mail address?

13-- The company repeatedly refused to present the author with a copy of a public conversation where he was insulted and defamed. If he had indeed harassed someone, wouldn't such conversation completely prove their point – and so, why couldn’t he see the messages at hand?

14-- What's the point of providing an official e-mail address to appeal bans if users are told almost nothing about moderator actions, preventing any real appeals from ever taking place?

15-- How is a photo of a public figure with a laser pointed at his forehead, further complemented by the words “kill nazis”, not considered “hate speech” by this company, and why did it remain accessible for months?

16-- Why are little kids, young teens, and materials constituting “underage pornography” in the app, the company is aware of it, and yet doesn’t remove some of it for days, weeks, and in some cases even months?

17-- What rules of Boo did a discussion on the origins of French Toast, a photo in front of a prehistorical monument, or two poems, actually break?

18-- After ignoring the author for over a month, why did the company suddenly reply only when the reporting of a GDPR violation to the appropriate Data Protection Authority was mentioned?

19-- Are the attested actions of Derek Lee, Boo's CEO, the ones expected of someone in such a position at an international company?

20-- What real evidence does Derek Lee have that Elon Musk is copying features from Boo – or do the statements of this CEO constitute libel?

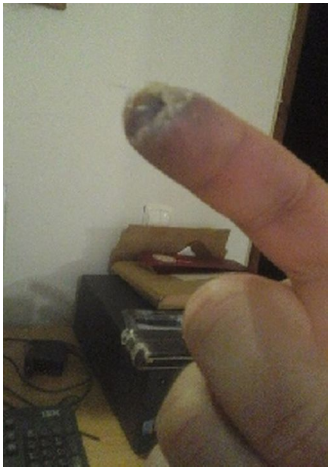
21-- Given the attested contrast between the public and private actions of this company, how would a PR company now try to whitewash them?

22-- How would the company explain away the fact that they ignored the author’s latest e-mail for over three weeks, but answered a completely different person in under two hours?

23-- The company surreptitiously changed its Terms of Service, even taking advantage of one of the author’s prior reports, but failed to update the “Last revised date”. What does this action imply about the integrity of the legal contract every user of Boo is bound to?

Annex VIII – SENSITIVE Photos Related to my Auto-Immune Disease

This **SENSITIVE** final annex, **which most readers are certainly advised to skip**, presents four photos which display how my auto-immune disease flared up through the extreme stress generated by Boo's actions across time. Medicine specialists may recognize these as instances of "Reynaud's Phenomenon", and I must stress that I do not *usually* have holes in my fingers or toes, and unless I am placed in extreme stress my body extremities do not look dark at all.



At the time of these events I was taking my medication as usual, I lived a simple life with no other stressors at all, and barring the events which took place with Boo detailed across this book, my body had *never* flared up to this extreme, either before or since.